ADVANTECH™ Commercial Laundry Products Software User's Manual

SOFTWARE MANUAL
PART 8524743A

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THE ADVANTECH™ PRODUCT LINE

CSP2770/2771KQ

CEE2760KQ
CGE2761KQ

CEE2790KQ
CGE2791KQ

CAE2762KQ

Literature Cross Reference

Archway (Form) Number	Whirlpool Part Number	Description	Contains	Ordering And Viewing Information
CWXL043B	8524744B	CD for PC User's	All information necessary to operate and manage ADVANTECH™ Commercial Laundry Included on this Software Install CD	Available at www.coinop.com, or call 1-800-643-3444

Also through Whirlpool Corporation Literature department and for selected Trade Partners at: www.whirlpoolwebworld.com, products and more, commercial laundry link, or call: 1-800-851-4605 |
N/A	8178077	CL7 Service Manual/Job Aid	Complete diagnostic and technical reference manual	
CWLL086A	8524743A	CL8 Software User's Manual	Complete Software and Palm® application Manual	
CWLL082B	N/A	Sales literature	Product specifications, Money Acceptor Cross-reference	

Whirlpool Corporation publications are available to support ADVANTECH™ Commercial Laundry

For on-line access to all pertinent Whirlpool commercial laundry service information, go to:
http://cltpsc.whirlpoolcorp.com/techinfo/techinfonew/literature.htm

Enter as complete a model number as possible and then click search

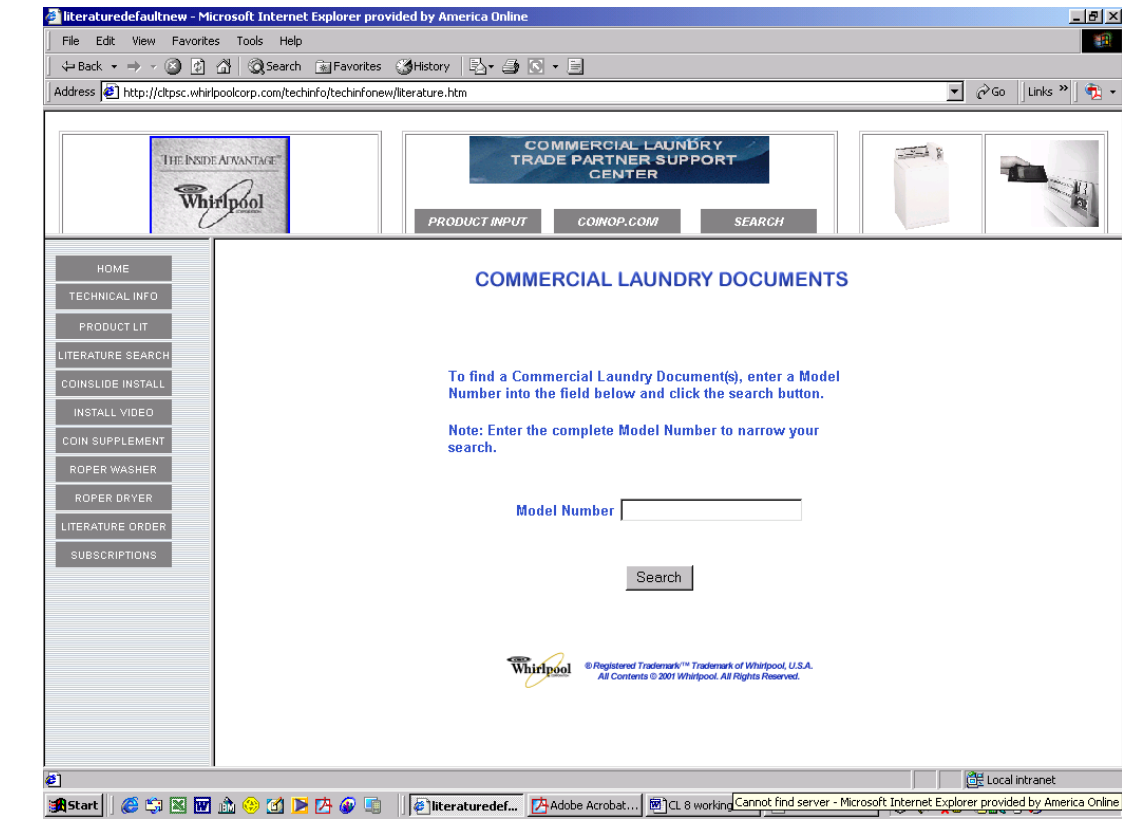Note: Canadian model numbers begin with a "Y"
Government models begin with a "G"

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ADVANTECH™ Overview

ADVANTECH™ Commercial Laundry Products

Whirlpool® ADVANTECH™ commercial laundry products allows the use of a Palm™ handheld device, also referred to as a Personal Digital Assistant (PDA), for washer and dryer installation, setup, setting special vend prices, washer and dryer software upgrades, and transferring data to and from a personal computer (PC). This information is setup on the PC using ADVANTECH™ Management Software, which is then used to download ADVANTECH™ Handheld Software to the Palm™ handheld. The Palm™ handheld uses an infrared light beam to communicate information contained in the Management Software to the washer and dryer. *See Information Flowchart on page 3.*

Before downloading the Handheld Software to a PDA device running the Palm™ operating system, ADVANTECH™ Management Software must be installed and running on your PC. Passwords, machine setup, and Handheld Software are available within the Management Software package. This software instruction manual details the initial setup of the ADVANTECH™ Management and Handheld Software and its use with the PC, the Palm™ handheld (or other PDA), and the ADVANTECH™ commercial laundry products.

It is assumed that you are familiar with the basic operation and use of the Palm™ handheld and the PC, and that you have followed all installation instructions that came with the Palm™ handheld for the setup of the Palm™ software, including the HotSync® Manager, and its cradle. *See the Palm owner's manual for more information.* Setup of the Palm™ software and a successful HotSync® between the PDA & the PC should be accomplished prior to the installation of the ADVANTECH™ Management Software onto the PC.

Commands for the Management Software, installed on the PC, can be entered by using either the keyboard or the mouse. Commands for the Handheld Software will be entered using the stylus (provided with the Palm™ handheld) to "tap" on the Palm™ handheld screen. Occasionally you may be asked to enter text into the Palm™ handheld using the Graffiti® text characters or the Palm™ keyboard. *Additional information regarding the use of Graffiti ® text and the Palm™ keyboard can be found in your Palm owner's manual.*

⚠️Important:

The electronic controls within the laundry machines are factory preset to accept commands from a Palm™ handheld equipped with the ADVANTECH™ Handheld Software. If the Palm™ handheld is not to be used, this functionality needs to be disabled. Failure to disable the handheld device can result in unauthorized machine access. *To manually disable handheld functionality, see the **Important Set Up Information** on the Service Tech Sheet. To disable Handheld functionality using the Palm™ handheld, see **Machine Templates** section of this manual.*
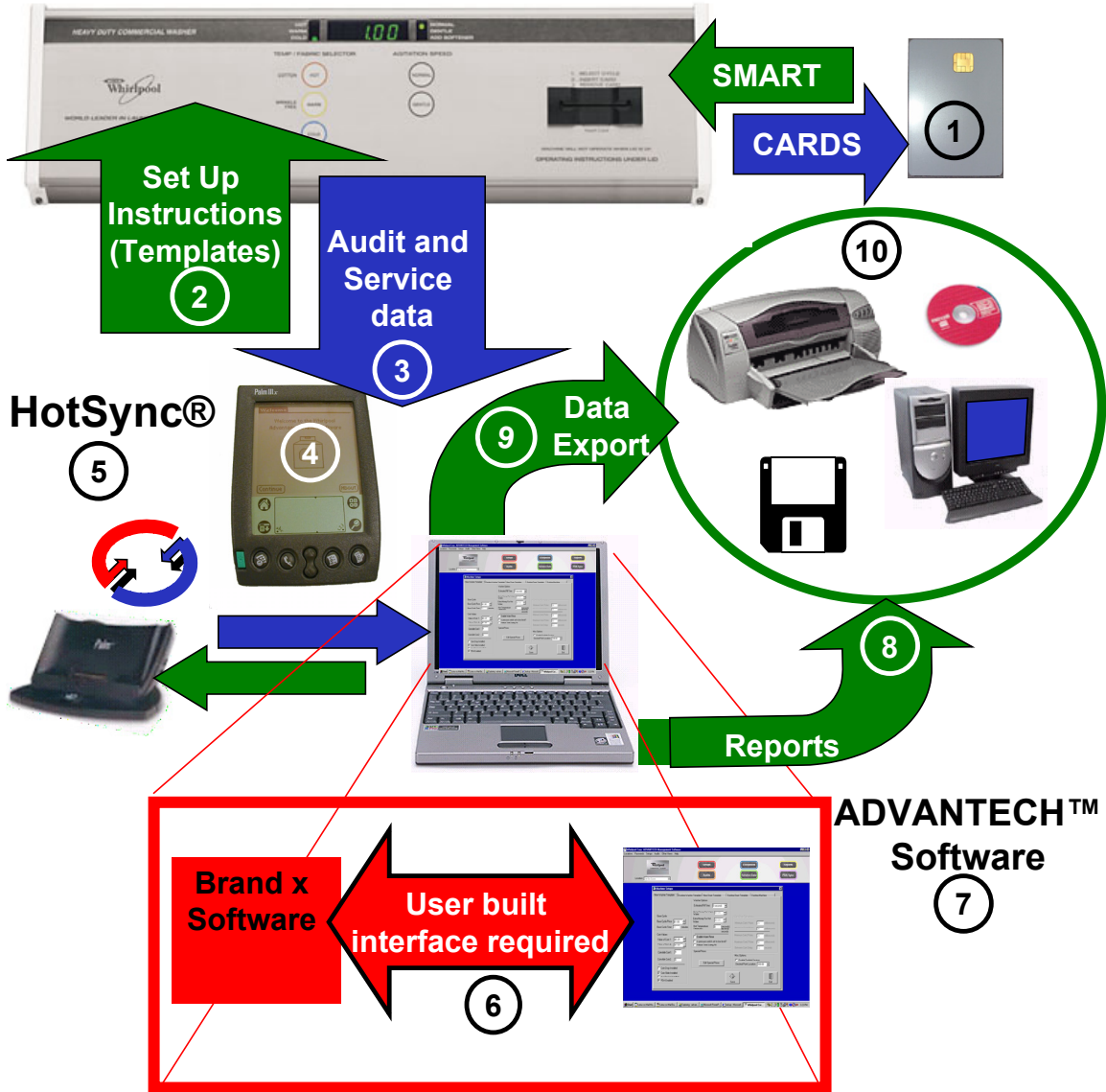
1. **Smart Cards** see page 29
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ADVANTECH™ PC System and Handheld Requirements

Minimum PC System Requirements

- Pentium® 233 MHz MMX® processor
- CD-ROM drive
- 32 MB of RAM
- Dedicated minimum of 2.5 GB of hard drive space to store report information
- One of the following operating systems:
    - Windows® 98 Version 4.10.2222A (Second Edition) *preferred*
    - Windows® 98 Version 4.10.1998 (First Edition)
    - Windows® 95 SR2, SR2.5[1]
    - Windows NT® SP3, SP4, SP6
    - Windows ME®
    - Windows® 2000 Professional, SP1
- Monitor resolution: 1024x768 pixels *or higher*

Minimum Handheld Requirements

- PDA handheld computer (running on a Palm® operating system required)
- Palm OS® 3.5.0 to 4.0.0
- 4MB of RAM

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[1] In order for the Management Software to run on the Windows® 95 operating system, Windows® 95 users must install DCOM95 before installing the Management Software. *See page 11 for DCOM95 install instructions.*

ADVANTECH™ Management Software Installation

Installing ADVANTECH™ Management Software

The Management Software is used to interpret audit data collected from your ADVANTECH™ commercial laundry products. It must be installed before the Handheld Software can be downloaded to the Palm™ handheld. The Management Software and the HotSync® Manager must be loaded and operating prior to attempting a PDA data transfer.

1. Power on the PC, if not done so already.
2. Place the ADVANTECH™ Management Software CD into the CD drive.
3. The **InstallShield Self-extracting EXE** window appears.

⚠ Important:

Windows® 95 users **MUST** click on **NO,** and then install **DCOM95** before proceeding with installation of the ADVANTECH™ Management Software.
See page 11 for the DCOM95 install instructions.

If you are using an operating system other than Windows® 95, such as Windows® 98, Windows NT®, Windows ME™, Windows® 2000, Windows® 2000 Professional, or if you are using Windows® 95 and have already installed DCOM95, click on **Yes** to continue with the installation.

4. The **InstallShield Self-extracting EXE** and **Setup** windows will appear briefly. When the **Welcome** window appears, click on **Next** to proceed.
5. Click on **Next** again.
6. Read the **Software License Agreement** then in order to precede you must accept the terms by clicking on **Yes**.
7. Click on **Next** again.
8. The **Select Program Folder** window appears. To accept the default folder location (Advantech) click on **Next**.

9. Click on **Next** again to begin the software installation. Several windows will flash on the screen. No user input is necessary until you see the **End User License Agreement** screen, pictured below.

10. Select the **Yes** checkbox, then click on **Next**.
11. Click on **Next** again.
12. Several windows will flash. Click on **Finish**.
13. You should **have** already installed your Palm™ software and the HotSync® Manager, so you may see the **Exit HotSync Manager** window. Click on **No** to proceed.

    OR

    If you **have not** yet installed your Palm™ software and the HotSync® Manager, you may be warned that the **HotSync® Manager cannot be found**. Click on **OK** to proceed (it is recommended that the Palm™ software and the HotSync® Manager be installed prior to the ADVANTECH™ Management Software).
14. The **Setup Complete** window appears. Verify that **Yes** is selected, then click on **Finish**. This will restart your PC.
15. Eject the Management Software CD from the CD drive.

Note:

If the installation does not start automatically, select the **Start** button and choose **Run**. Type **D:\setup** and click on **OK**. (If your CD drive is not D, select the appropriate drive.)

Installing ADVANTECH™ **Management Software (continued)**

⚠ Important:

Before proceeding to install the Handheld Software, the Palm™ software, the HotSync® Manager, and the HotSync® cradle must already be setup. *See the Palm owner's manual for more information.*

Installing DCOM95

DCOM95 is a file that allows ADVANTECH™ Management Software to run on the Windows® 95 operating system. **Windows**® **95 users must install DCOM95** *before* **installing the Management Software**. Users of all other operating systems (Windows® 98, Windows NT®, Windows ME™, and Windows® 2000 & Windows® 2000 Professional) may disregard DCOM95 installation.

1. Power on the PC.
2. After the PC has booted up, place the ADVANTECH™ Management Software CD into the CD drive.
3. The **InstallShield Self-extracting EXE** window appears. Click on **No** to exit the install process.
4. Select **Start**, **Programs**, **Windows Explorer**.
5. *Single*-click on the **drive letter** representing the CD drive (usually the D:\ drive), located on the left side of the Explorer window.Installing DCOM95 (continued)
6. *Double*-click on the file **DCOM95.exe**, located on the right side of the Explorer window.

CD Drive   DCOM95.exe
                  File
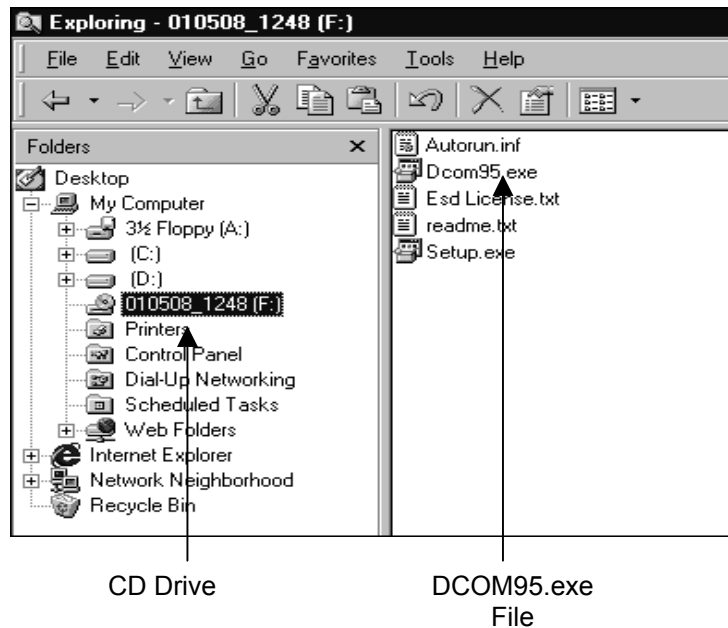
Hints:

Depending on your PC setup:
- The Explorer window may look slightly different.
- The **DCOM95.exe** filename may appear as **DCOM95**.
- The letter that represents the CD drive may be different.

7. Click on **Yes**.
8. Read the **End User Agreement** then click on **Yes** again, to accept.
9. Several windows will flash. When the **DCOM95 for Windows® 95** window appears, click on **Yes** to restart the PC.
10. After the PC has restarted, eject the CD.

<u>NOTES:</u>

ADVANTECH™ Handheld Software Installation

Installing ADVANTECH™ Handheld Software

ADVANTECH™ Handheld Software is downloaded from the PC to the Palm™ handheld via the HotSync® process.

⚠ **Important:**

ADVANTECH™ Management Software and the Palm™ software must already be installed on your PC. The HotSync® Manager must also be running. *See the Palm owner's manual for more information*

1. Launch the Management Software by clicking on **Start**, **Programs**, **ADVANTECH, ADVANTECH™ Management Software** or by clicking on the shortcut icon from the **Windows®Desktop.**

2. First, you will be prompted to fill in the **New Location Information** dialog box with a name, address, and phone number for one of your laundry locations. Fill in the appropriate information, and click on **Submit**. See **Note** on page 16.

3. Next, you will be prompted to enter a New **Owner Password**. Enter a password and click on **Enter**.

⚠ **Important:**

The **New Owner Password** prevents unauthorized access to your machines by any PDA that has not been synced with your copy of the Management Software. **A lost Owner ID cannot be restored**; therefore you should write it down and store it in a safe place. If you forget your Owner ID then all of your machines will have to be factory reset and reinitialized and the Owner ID file will have to be deleted before the Management Software can be reinstalled. *See Appendix for reinstall procedures or contact the Whirlpool Technical Assistance Team at: 1-800-NO Belts (1-800-662-3587) > Option 5*

Note: If you're not ready to enter the location information at this time, click on the ☒ **Close** button. Additional locations can be created later.

4. If you are using the preferred monitor resolution (1024x768 pixels or higher,) you should be able to view all 6-command buttons in the upper right corner of your screen.

If you cannot view all six command buttons,
- ⬚ Click on the **Restore** button, located in the extreme upper right of the screen.
5. Place the Palm™ handheld in its cradle.
6. In the Management Software on the PC, click on the **PDA Sync** button.
7. Select the **Advanced Sync Features** menu from the upper left corner of the screen and choose **Transfer Palm Application**.

8. A **Warning** window will appear, click on **Yes**.
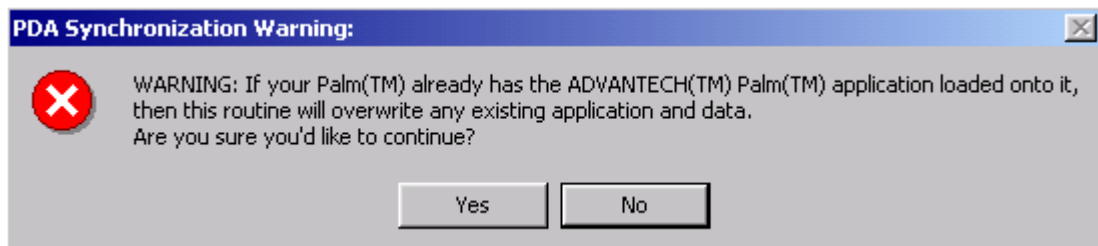
9. The **ADVANTECH™ Palm Application Installer**
   dialog box appears. Verify the **User Name** is
   correct then click on **Install…**.
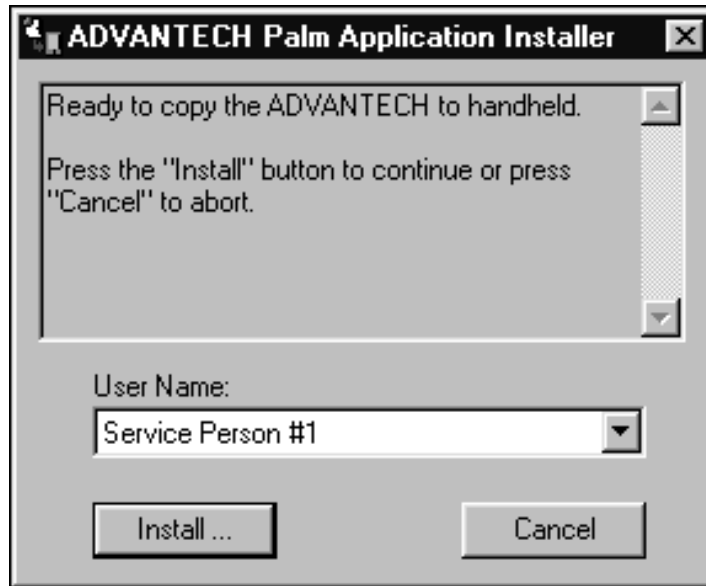
Note:

The **User Name**, shown here as Service Person #1,
was defined during the Palm™ handheld setup. *To
change the User Name, see the Palm owner's
manual.*

10. The **Waiting for HotSync** window appears.
    Press the ⟳ **HotSync**® button on the Palm™
    handheld's cradle to begin the HotSync®
    process.

11. If the **Users** dialog box appears, prompting you to select a user, then select the appropriate user name. This will be the name of the person using the PDA. Click on **OK**.

12. Once the HotSync® process is complete, the PC screen may display the **HotSync® Problem** window. Click on **OK**.

13. Tap the **Reset** button, located on the Palm™ handheld screen.

14. The HotSync® process is complete. Close any remaining open windows on the PC, including the **PDA Synchronization** window. Do this by clicking on the **Exit** button.

15. On the Palm™ handheld, tap on the **Home** icon to return to the main screen.

NOTES:

ADVANTECH™ Management Software Setup

Management Software Overview

Once you have completed the installation of the Management and Handheld Software, you are ready to begin setup of the Management Software. The Management Software stores databases on your PC to help you manage your laundry locations, machine setups, audits, exceptions, and service data. With the Management Software you can also generate reports to track machine usage for a specified time period.

The preferred monitor resolution for the Management Software is 1024x768 pixels or higher. If that is not possible on your monitor, the Management Software window will need to be **Restored** every time the program is launched. *See page 16, step 4 for more information.*

To restore the Management Software window:

1.　⊡　Click on the **Restore** button, located in the extreme upper right of the screen.

Note: All instructions included in this manual assume that the Management Software is launched and the screen display is set so that all six command buttons can be viewed. *See illustration on next page*.

The Management Software screen allows you to execute commands by using either the menus, located in the upper left, or the command buttons, located in the upper right. Also located on the left side of the screen is the **Location:** drop-down list. This list is used to specify which laundry location you wish to work with in the Management Software.

Menus

Command
Buttons

Restore
Button

Location:
Drop-down
List
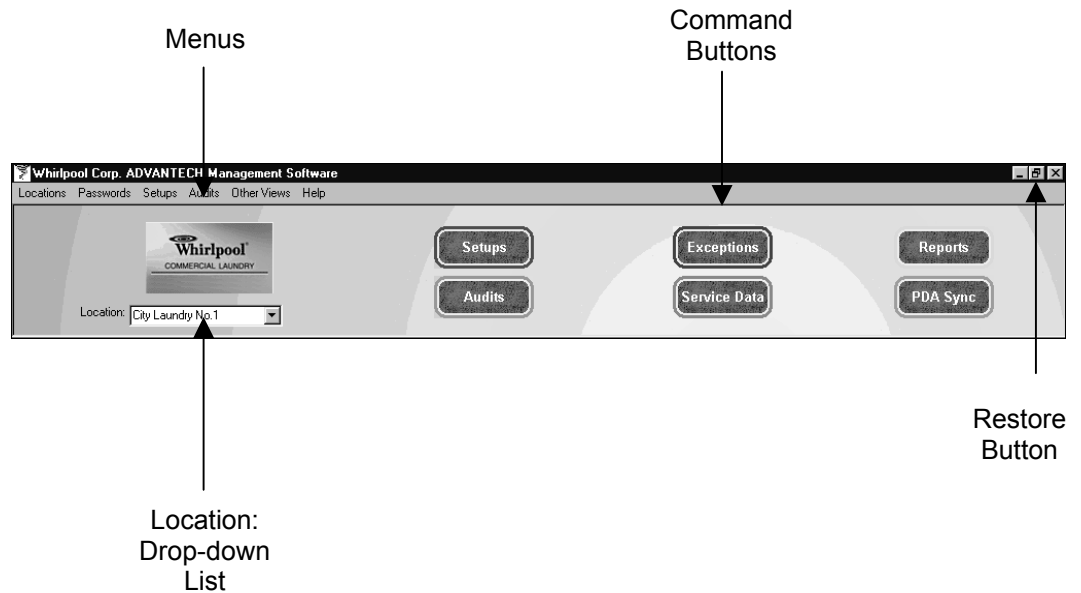
This section describes how to setup the Management Software and prepare it for downloading to the Palm™ handheld. The following items must be setup before the first HotSync® operation.

- Machine Locations
- Passwords and IDs
  1. Management Password
  2. Access Control Password
  3. Service Person IDs and Passwords
- Machine Templates (Special Pricing optional)
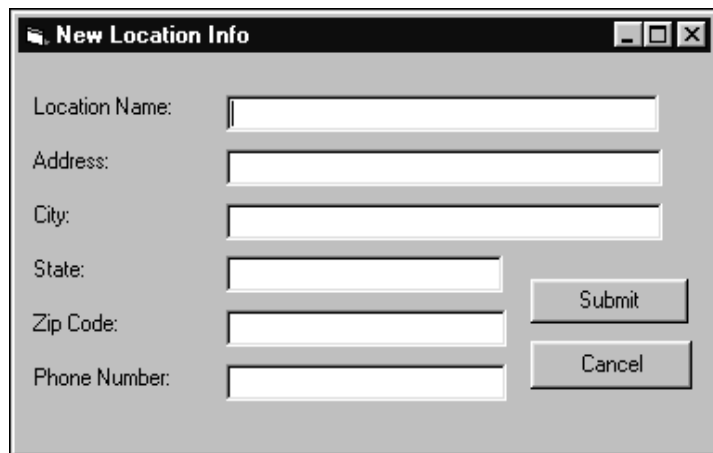
Locations

Locations store address information for your machines. Setup, audit, exception, and service data are all stored and reported by location.

Creating a New Location

In addition to creating the **Owner ID** the first time you launch the Management Software, you are also prompted to enter **New Location Info**. If you chose not to enter **New Location Info** at that time, or would like to create additional locations, follow the steps below. At least one location must be created before a HotSync® operation can be done.

1. Select **Locations**, **Create New Location** from the menu.
2. Enter the appropriate information into the **New Location Info** dialog box.
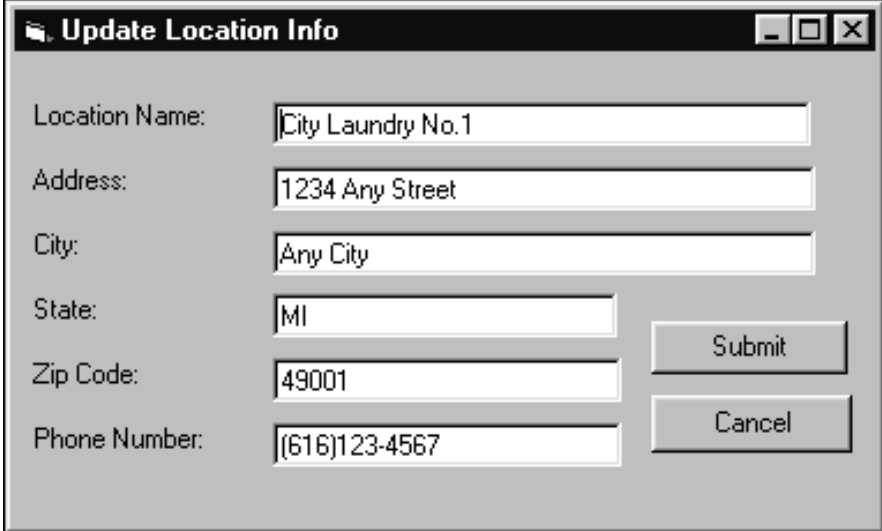
3. Click on **Submit**.
4. Repeat steps 1-3 to create additional locations.

Editing Location Information

1. Verify that the correct location appears in the **Location:** drop-down list located in the upper left of the screen.
2. Select **Locations**, **Update Current Location** from the menu.
3. Make the appropriate changes in the **Update Location Info** dialog box.

Update Location Info

Location Name:	City Laundry No.1
Address:	1234 Any Street
City:	Any City
State:	MI
Zip Code:	49001
Phone Number:	(616)123-4567

Submit

Cancel

4. Click on **Submit**.

Deleting a Location

1. Verify that the correct location appears in the **Location:** drop-down list located in the upper left of the screen.
2. Select **Locations**, **Delete Current Location** from the menu.
3. Click on **Yes** to accept the **Location Deletion Warning**.

⚠ Important:

Deleting a location also deletes template setup and audit data associated with the location.

Passwords

Passwords protect your data from unauthorized user access. The first time you launch the Management Software you are prompted to enter an **Owner ID**. There are several other types of passwords that, in conjunction with the **Owner ID**, produce multiple layers of security for the Management and Handheld Software. *See Appendix for more information on passwords.*

Setting the Management Password

The **Management Password** is used to access the Management Software. You will be prompted to enter this password each time you launch the Management Software.

⚠️ Important:

Write down your management password and store it in a safe place. If you forget this password you will not be able to use your Management Software, even if you reinstall it!

1. Select **Passwords**, **Set Management Password** from the menu.
2. Enter the **New Management Password** in the dialog box and press **[Tab]**.

3. Enter the **Management Password** again to confirm, then click on **Enter**.
4. Click on **OK**.

Note: The **Management Password** is case sensitive, i.e., distinguishes between upper and lower-case letters.

Setting the Access Control Password

The **Access Control Password** is used in conjunction with the **Owner ID** to protect your machines from unauthorized user access. Unlike the **Owner ID**, the **Access Control Password** can be changed.

⚠ Important:

If a service person loses a PDA, it is recommended that you change your **Access Control Password** immediately, re-sync all of your PDAs, and re-initialize all of your machines to install the new password.

1. Select **Passwords**, **Set Access Control Password** from the menu.
2. Enter the **New Access Control Password** in the dialog box and press **[Tab]**.
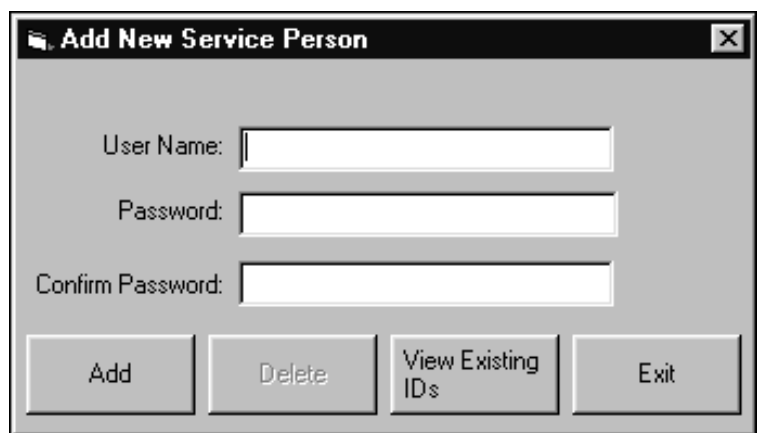
3. Enter the **Access Control Password** again to confirm, then click on **Enter**.
4. Click on **OK**.

Note: The **Access Control Password** is case sensitive.

Setting Service Person IDs and Passwords

Service Person IDs control access to the Handheld Software, located on the PDA. These IDs give the owner/operator the ability to track service person activity. An ID should be created for each service person using a PDA.

1. Select **Passwords**, **Add/View Service Person IDs** from the menu.
2. Enter your **Management Password**, then click on **Submit**. The **Add New Service Person** window appears.

3. Enter the **User Name** and press **[Tab]**.

⚠ Important:

- The **User Name** and **Password** cannot be longer than 12 characters (alpha and/or numeric) including spaces.
- The **Password** is case sensitive.

4. Enter the **Password** and press **[Tab]**.
5. Enter the **Password** again to confirm, then click on **Add**.

Setting Service Person IDs (continued)

6. Repeat steps 1-5 to create additional Service Person IDs.
7. Click on **Exit** when you are finished adding Service Person IDs.

Hints:

- Longer passwords are more secure; however choosing a password that is too long can be cumbersome to enter into the PDA.
- Click on the **View Existing IDs** button to see IDs you have already setup.

Note: If you delete a **Service Person ID**, that information is deleted from the active list only. This information still resides in the database so you can still view who is responsible for past audits.

Setting the Software Update Password

The **Software Update Password** is used to secure the upgrade process when needing to change the Whirlpool imbedded software of the machine's control board. The process will copy new software from the PDA to the control board of the machine by n infrared beam. This will only be required if Whirlpool issues new machine control board software also called **firmware**. The **Software Update Password** is not mandatory and should only be used for additional security.

1. Select **Passwords**, then **Set Software Update Password** from the menu.
2. Enter the **New Software Update Password** and press **[Tab]**.
3. Enter the **Software Update Password** again to confirm, then click on **Enter**.
4. Click on **OK**.

Machine Templates

Machine Templates are created and managed within the Management Software. Template information includes machine settings such as base cycle price and base cycle time for machines at a certain location. A single location can have multiple templates created to assist in resource balancing and usage management. This information is then downloaded to the PDA, via the HotSync® process, to distribute machine setup information to the washers and dryers. Machine templates are location specific. A new template must be created for each location even if template data is the same at all locations.

Creating a New Machine Template

1. Select the correct location from the **Location:** drop-down list.

2. [Setups] Click on **Setups**.

3. The **Machine Setups** dialog box appears.
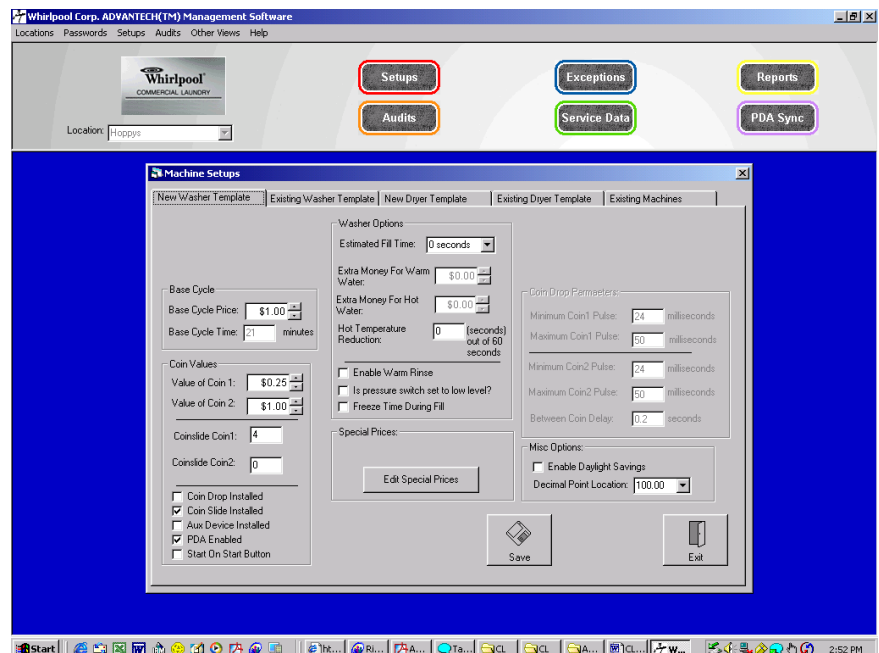
4. Click on the tab to display either a **New Washer Template** or a **New Dryer Template**. Make selections for the new template. *See tables on the following pages for more information on template options.*

The following options can be set for either a **New Washer** or **New Dryer Template** (defaults are listed below the option):

Option	Description
Base Cycle Price* ($1.00)	Sets the **Base Cycle Price** for a wash or a dry cycle.
Base Cycle Time (cannot be changed on washer)	Sets the **Base Cycle Time** for a wash or a dry cycle.
Value of Coin 1 ($0.25)	Sets the value of coins inserted into the first coin drop or slide. This field must be filled in.
Value of Coin 2 ($1.00)	Sets the value of coins inserted into the second coin drop or slide (if necessary).
Coinslide Coin1 (4)	Indicates the number of coins that must be inserted into the first slide to equal the value of the **Base Cycle Price**. This field must be filled in.
Coinslide Coin2 (0)	Indicates the number of coins that must be inserted into the second slide to equal the value of the **Base Cycle Price** (if necessary).
Coin Drop Installed**	Indicates whether or not a **Coin Drop** device is installed.
Coin Slide Installed**	Indicates whether or not a **Coin Slide** device is installed.
Aux Device Installed**	Indicates whether or not a **Smart Card** reader is installed.
PDA Enabled	Indicates whether service persons can access the machines with **PDAs**. If this options is not enabled (no checkmark), then **PDAs** cannot be used.
Start on Start Button****	When enabled allows for Push-to-Start or OPL cycles. ($0.00)
Minimum Coin1 Pulse (24 milliseconds)***	Sets the minimum number of milliseconds for coins to pass through the **Coin1** drop.
Maximum Coin1 Pulse (50 milliseconds)***	Sets the maximum number of milliseconds for coins to pass through the **Coin1** drop.
Minimum Coin2 Pulse (24 milliseconds)***	Sets the minimum number of milliseconds for coins to pass through the **Coin2** drop.
Maximum Coin2 Pulse (50 milliseconds)***	Sets the maximum number of milliseconds for coins to pass through the **Coin2** drop.
Between Coin Delay (default 0.2 seconds)***	For machines with coin drops installed, the minimum number of seconds between the drop of **Coin1** and the drop of **Coin2**.
Enable Daylight Savings (Disabled)	Indicates whether the machine is set to observe Daylight Savings Time.
Decimal Point Location	Indicates the location of the decimal point when the price is displayed on the machine.

*   For coin drops and slides, Base Cycle Price must match the mechanical settings of the selected coin acceptor.

**   A minimum of one-money accepting mechanism must be selected: Coin Drop, Coin Slide, Aux Device, or OPL

*** For coin-operated machines, use manufacturer's recommended time settings for individual installation, if an OFF error code appears on the display during use, the time pulse or delay should be dropped to 0.0

**** For Start On Start Option a minimum of .01 must be input for the cycle price in order for the 0.00 vend price to appear in the display of the machine.

New Washer Template options, defaults are listed below the option:

Option	Description
Estimated Fill Time (0 seconds)	Estimates the time it takes to fill a machine during wash or rinse cycles. This time is added to the **Base Cycle Time**. An estimated fill time can be obtained from the audit results by location. Display time will be increased by double the amount selected as it adds the time to both fill cycles.
Extra Money for Warm Water ($0.00)	Indicates how much money to be added to the **Base Cycle Price** when warm water is selected.
Extra Money for Hot Water ($0.00)	Indicates how much money to be added to the **Base Cycle Price** when hot water is selected.
Hot Temperature Reduction (0)	Indicates how many seconds of cold water should be added to the hot water for each minute of fill time. Max of 30 seconds.
Enable Warm Rinse (No)	Selects warm water only for the **Rinse Cycle**. The default is **No** (no check mark).
Is Pressure Switch Set to Low Level (No)	Indicates whether washer's pressure switch is set to **low**. The default is **No** (no check mark). *See Service Tech Manual for more information.*
Freeze Time During Fill (No)	Indicates whether machine's **Base Cycle Time** should begin counting down during machine fill. The default is **No** (no check mark).

New Dryer Template options:

Option	Description
Topoff Price ($0.00)	Indicates that **Base Cycle Time** can be extended after the initial **Base Cycle Price** has been met.
Topoff Time (0)	Sets the amount of time, in minutes, that is added for each additional coin.
Disable Topoffs	Does not allow **Topoffs**.
Extended Cooldown (5 minutes)	Indicates the number of minutes of **Cooldown** before end of the **Base Cycle Time**. This is part of the **Base Cycle Time**, not an addition to.

5. [Save] Click on **Save** to save machine template options.
6. A number will automatically be assigned to the template. Click on **OK** to confirm the action.

Editing an Existing Template

1. Click the appropriate **Existing Washer Template** or **Existing Dryer Template** tab.
2. Select the washer or dryer template to be edited from the **Select a Template:** drop-down list.
3. Make the appropriate changes to the template.

4. Click on **Save**.
5. Click on **OK** to confirm update.

Deleting a Machine Template

1. Click the appropriate **Existing Washer Template** or **Existing Dryer Template** tab.
2. Select the washer or dryer template to be deleted from the **Select a Template:** drop-down list.

3. Click on **Delete**, located in the lower right of the dialog box.
4. Click on **Yes** to confirm the action.
5. Click on **OK**.

Special Prices Overview

The **New Washer** and **New Dryer Templates** enable you to create up to three **special vend prices** for your machines. For example, you could adjust prices for specific time periods when the machines are under or over-utilized, or set the machine to turn itself off for a specified time period. *See page 35 for Special Price examples.*

Setting Special Prices

1. | Edit Special Prices | Click on **Edit Special Prices**, located in the center of the **New Washer** or **New Dryer Template** tab.
2. The **Special Prices** dialog box appears. Select the appropriate days for the **Days for Special:** and set the **Special Parameters:**. *You cannot set a Special Price of $0.00.*
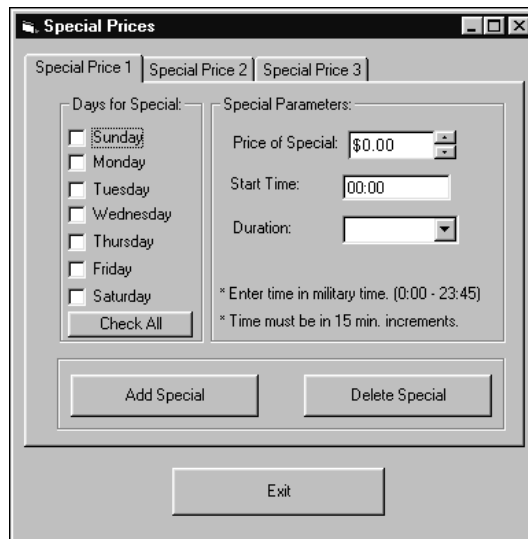

3. Click on the **Add Special** button.

Note: To set the machine to turn itself off for a specified time period, select the days and times for the machine to turn off under **Days for Special:** and **Special Parameters:**, then set the **Price of Special** to "**$100.01**". This will cause the machine to display "OFF" on its control panel during the specified time period.

4. The following window appears. The special price will remain in the software's memory until the template is saved. Click on **OK**.

5. Click on the **Exit** button to exit the **Special Prices** dialog box.
6. The **Special Prices Info** window appears. Click on **Yes**.
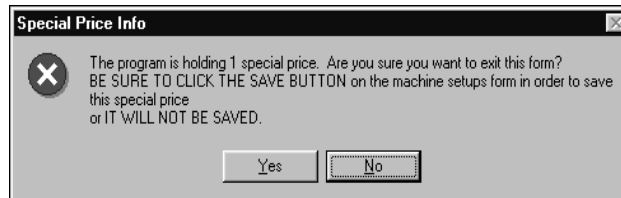
Note: The **Special Prices** will not be saved until you save the template.

7. Click on **Save** to save the **New Washer** or **New Dryer Template**.
8. Click on **OK** to confirm.
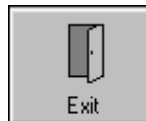
9. Click on **Exit** to exit the **Machine Setups** dialog box.

⚠ Important:

You will not be prompted to save the template before exiting the **Machine Setups** window. It is important that you remember to click on **Save** before exiting, or all of your template information will be lost!

Special Price Examples

Special Price set to reflect an under-utilized machine (default price is $1.00)

Special Price set to reflect an over-utilized machine (default price is $1.00)
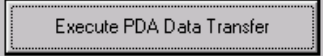
Special Price set to turn a machine off for a specified time period

HotSync® Process Between the Management Software and the Palm™ Handheld

Downloading Machine Setup Data to the Palm™ Handheld via a HotSync®

> Once you have setup your passwords, locations, and templates you can download the information from the PC to the PDA via the HotSync® process. The PDA will be in **Open-Access Mode** until the first HotSync® operation is performed. In Open-Access mode your machines are vulnerable to any PDA with the Handheld Software loaded on them, however, only a limited number of utilities are available in this mode: Get/Set Time, Get Setup, Start/End Cycles, Audit Count, Service Mode, and Run Diagnostics. It is recommended that you sync your PDAs with the Management Software and initialize your machines as soon as possible after installation. After the first HotSync® operation has been performed the PDAs will then be in **Synced Mode**, where all features will become available.
>
> Before performing a HotSync® operation, make sure the Management Software has been launched on the PC and that the Palm™ handheld is in its cradle. Refer to page 15 of this manual for instructions on installing the Handheld Software.

1. **PDA Sync** Click on **PDA Sync**.
2. Execute PDA Data Transfer   Click on **Execute PDA Data Transfer**.
3. Press the **HotSync®** button on the HotSync® cradle or cable.
4. When the HotSync® operation is complete, click **OK** on the PC, then click on **Exit**. The Palm™ handheld screen will look like this:
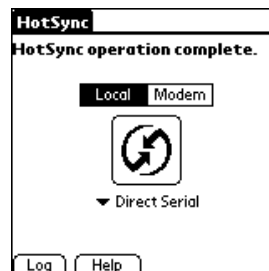
5. On the Palm™ handheld, use the stylus to tap the **Home** icon, located to the left of the Graffiti® writing area. This will display the main menu screen on the PDA.

Data Exchange Between the Palm™ Handheld and ADVANTECH™ Commercial Laundry Products

Overview

Once you have completed the initial setup of the Management and Handheld Software, and have downloaded the data to the Palm™ handheld, you are ready to upload the information to the ADVANTECH™ commercial laundry products. Part of this process requires the initialization of each machine so data can be exchanged between the Palm™ handheld and the ADVANTECH™ equipment. When initialization is complete, templates may then be uploaded to the machines.

Starting the Handheld Software and Logging In

1. Remove the Palm™ handheld from its cradle and turn it on, if necessary.
2. Using the stylus, tap the Palm™ handheld screen to scroll to the ADVANTECH icon.

3. Tap on the ADVANTECH icon.
4. The **Welcome** screen appears.

5. Tap on **Continue**.
6. The **Login** screen appears. Select the correct **Service ID** and enter the corresponding **password** using the Graffiti® writing method.
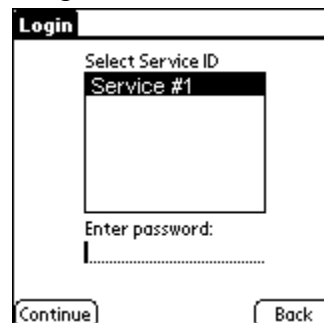
7. Tap on **Continue**.
8. The **Select a location:** window appears. Select the appropriate **location**, then tap on **Continue**.

```
┌─────────────────────────────────┐
│ Select a location:              │
├─────────────────────────────────┤
│ City Laundry No. 1              │
│ City Laundry No. 2              │
│                                 │
│                                 │
├─────────────────────────────────┤
│ Address: 1234 Any Street        │
│ City  : Any City                │
│ State: MI          Zip: 49001   │
│ Phone: 616-123-4567             │
│ ( Continue )          ( Back )  │
└─────────────────────────────────┘
```

9. After logging in and selecting the appropriate location, the following screen appears.

```
┌─────────────────────────────────┐
│ Select a command                │
│                                 │
│        ( INITIALIZE )           │
│        ( SEND SETUP )           │
│        ( GET AUDIT )            │
│        ( UTILITIES )            │
│        ( ONE TOUCH )            │
│                                 │
│                      ( Back )   │
└─────────────────────────────────┘
```

The **Select a command** screen is where you can choose to **Initialize** a machine, **Send Setup** template information, **Get Audit** data, use **Utilities** features, or use the **One Touch** command. Each of these features is explained in more detail throughout this section.

Initializing Machines

Initialization prepares a machine for use with the Management Software. Before a machine is initialized, it is in **Open-Access Mode**. This means any PDA with the Handheld Software installed can access your machines. So it is very important to initialize your machines as soon as possible. When a machine is initialized, information such as the Owner ID, Access Password, and Location ID are uploaded to the machine. These passwords and IDs protect your machines from unauthorized user access. A machine name (number) will be assigned and audit information can be obtained.

⚠ Important:

Communication between the Palm™ handheld and the ADVANTECH™ equipment is done through an infrared light beam. Therefore, the position of the PDA in relation to the machine is critical for successful completion of the data transfer.

The infrared communication port on the PDA is usually located at the top of the device. The receiver on the machine is located to the right of the last digit on the display panel. *See picture below.*

Aim the handheld much like you would aim a TV remote control. Be sure to locate the infrared port on the device that you are using and understand the direction of its beam to ensure a successful data transmission. Ensure that the distance between the PDA and the infrared receiver on the machine is less than 5-inches. Strong light sources not excluding sunlight, or close proximity of other infrared devices such as alarm systems may inhibit the transmission of data. To remedy this situation, simply use your hand to shield the receiver & or the PDA port.

Proper positioning of this type PDA device for an upper stack dryer data transfer.
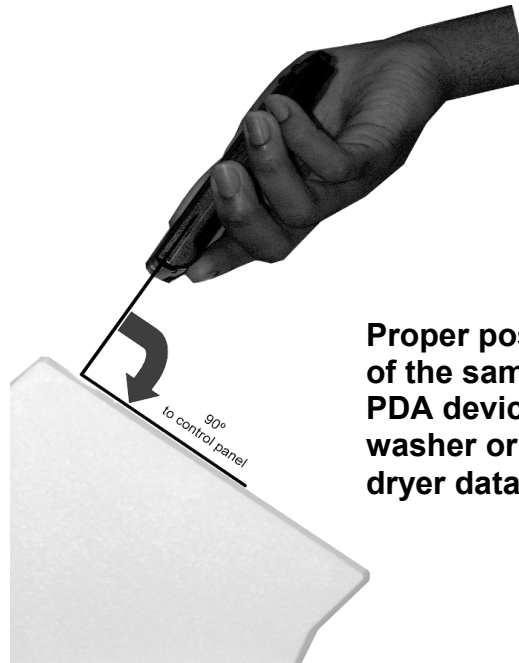
Proper positioning of the same type PDA device for a washer or single dryer data transfer.

To initialize a machine:

1. Aim the PDA at the machine's infrared receiver.
2. Tap on **Initialize**, located on the **Select a command** screen on the PDA.
3. The **Initialization** screen appears. To create a different ID, use the Graffiti$^®$ writing area on the PDA to delete and re-enter a new ID number. Verify that you are aiming at the machine's infrared receiver then tap on **OK** when the ID is correct.

```
┌─────────────────────────────────┐
│ Initialization                   │
├─────────────────────────────────┤
│ ☑ Table created.                 │
│ ☑ Connected to machine.          │
│ ☑ Machine info received.         │
│ ☐ Setting ID to: W00001|  (OK)   │
│                                  │
│                                  │
│                                  │
│                                  │
│                                  │
│                                  │
└─────────────────────────────────┘
```
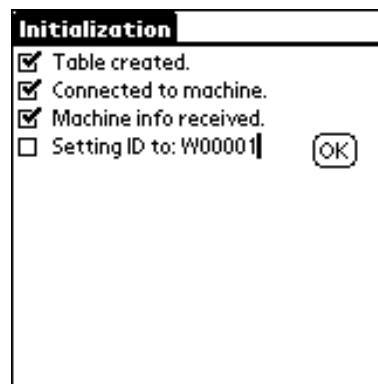
⚠ Important:

Machine IDs must begin with a "W" for washers or a "D" for dryers, followed by an additional five digits. The Handheld Software suggests a logical numbering order. Or, if you prefer, you could use the product serial number as well as another system of your choice. Machine IDs must also be unique within a location.

Hint:

An easy way to keep track of machine names is to begin with the first machine to your left as you enter a location and work clockwise around the room, or physically mark the machine with a property tag or magic marker.

4. When initialization is complete the screen will display **Operation completed**. Tap on **Back** to return to the **Select a command** screen.

```
┌─────────────────────────────┐
│ Initialization              │
│ ☑ Table created.            │
│ ☑ Connected to machine.     │
│ ☑ Machine info received.    │
│ ☑ ID is set to:   W00001    │
│ ☑ Setup data received.      │
│ ☑ Audit data received.      │
│ ☑ Service data received.    │
│ ☑ Exception data received.  │
│ ☑ Operation completed.      │
│                             │
│                             │
│ (Retry)            (Back)   │
└─────────────────────────────┘
```

Using the Send Setup Command

The **Send Setup** command transfers a washer or dryer template, created in the Management Software, to a machine.

1. Aim the infrared port on the PDA at a 90 degree angle to the machine's receiver.
2. Tap on **Send Setup**, from the **Select a command** screen on the PDA.
3. Select the appropriate **Setup Template**, then tap on **Send**.

```
┌─────────────────────────────┐
│ Send Setup                  │
│ Select Setup Template:      │
│ ┌─────────────────────────┐ │
│ │ DryerTemplate001        │ │
│ │ DryerTemplate002        │ │
│ │ WasherTemplate001       │ │
│ │ WasherTemplate002     ↓ │ │
│ └─────────────────────────┘ │
│                             │
│ ☑ Connected to machine.     │
│ ☑ Setup sent.               │
│ ☑ Operation completed.      │
│                             │
│ (Send)             (Back)   │
└─────────────────────────────┘
```

Using the Send Setup Command (continued)

4. When the operation is complete, tap on **Back** to return to the **Select a command** menu.

Note: The Management Software will not recognize the setup data you assigned to the machine until you have taken an audit and performed a HotSync® operation, to download it back to your PC.

Using the Get Audit Command

The **Get Audit** command allows you to track vend cycles for each machine. Audit data is then uploaded from the PDA to the PC, containing the Management Software, for analysis.
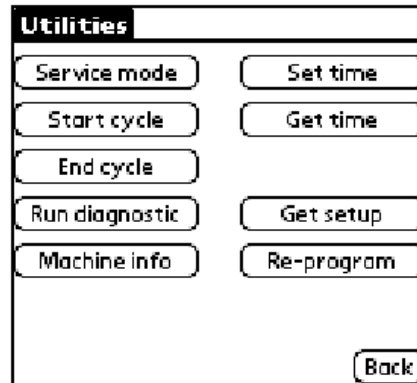
1. Aim the handheld at the machine's receiver.
2. Tap on **Get Audit**, located on the **Select a command** screen on the PDA.
3. When the Audit is complete, the following screen appears. Tap on **Back** to return to the **Select a command** screen.

⚠️**Important:**

If all items on the **Get Audit** screen are checked, then the operation was a success. If some items are not checked, then the communication has failed. In the event of a failed audit, tap the **Back** button, check your aim of the PDA in relation to the control panel, and perform steps 1-3 again.

Using the Utilities Command

Utilities

Service mode	Set time
Start cycle	Get time
End cycle	
Run diagnostic	Get setup
Machine info	Re-program

Back

The **Utilities** command, located on the **Select a command** screen, displays options for managing your machines. Many of these options can also be accessed directly from the control board on the machine.

- **Service mode** - Places the machine into Service Mode. This option can be used in place of pressing the service switch on the machine. *See the Service Tech Sheet or Service Manual for more information on placing the machine in Service Mode.*

- **Start cycle** - Allows the service person to start a cycle without depositing any coins.

- **End cycle** - Ends the current cycle that is running.

- **Run diagnostic** - Checks machine's internal data to ensure integrity.

- **Machine info** - Displays the processor's serial number, machine ID, location ID, and software version number.

- **Set time** - Sets the machine's internal clock based on the time and date that is on the Palm™ handheld. The time is set automatically during initial setup of the machine, however use **Set time** if manual set up is required.

- **Get time** – Displays the machine's current time and date settings.

- **Get setup** - Allows the service person to "clone" a machine. For example, if a control board needed to be replaced on a machine, the service person could clone the setup data from an existing machine in order to copy the current template to the new control board.

⚠️**Important:**

All machine usage history will be lost at time of control board replacement. *See Service Tech Manual/Job Aid for details.*

- **Re-program** - Used only when a machine software (firmware) upgrade is required. Instructions for re-programming will be provided when new machine software (firmware) is available.

Using the One Touch Command

The final option on the **Select a command** screen is **One Touch**. This command performs two common commands with a single tap of the stylus:

- Audit data is uploaded to the Palm™ handheld from the machine.

- The correct time and date are set on the machine, according to the time and date on the PDA.
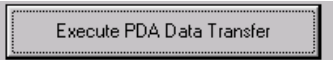
Audits

Overview

After audit data has been uploaded from the machines to the Palm™ handheld, it can be downloaded back to the PC and analyzed using the Management Software. Up to 500 machine audits can be stored on the Palm™ handheld before a HotSync® operation is required.

Uploading Audits

Before performing a HotSync® operation to upload the Audits from the Palm™ handheld to the PC, make sure the Management Software has been launched and that the Palm™ handheld is in its cradle.

1. Click on **PDA Sync**.

2. Click on **Execute PDA Data Transfer**.

3. Press the **HotSync®** button on the HotSync® cradle.

4. When the HotSync® operation is complete, click on **OK** on the PC, then click on **Exit**.

Viewing Audits

Audits track information such as number of cycles vended, number of coins inserted, and the total amount of revenue received. Audit data can later be used to generate reports.

Two types of audits are recorded for each machine:

Interval – **Interval audits** track cycle and vend history from the time of the last audit. This information is cleared from the machine every time audit data is collected.
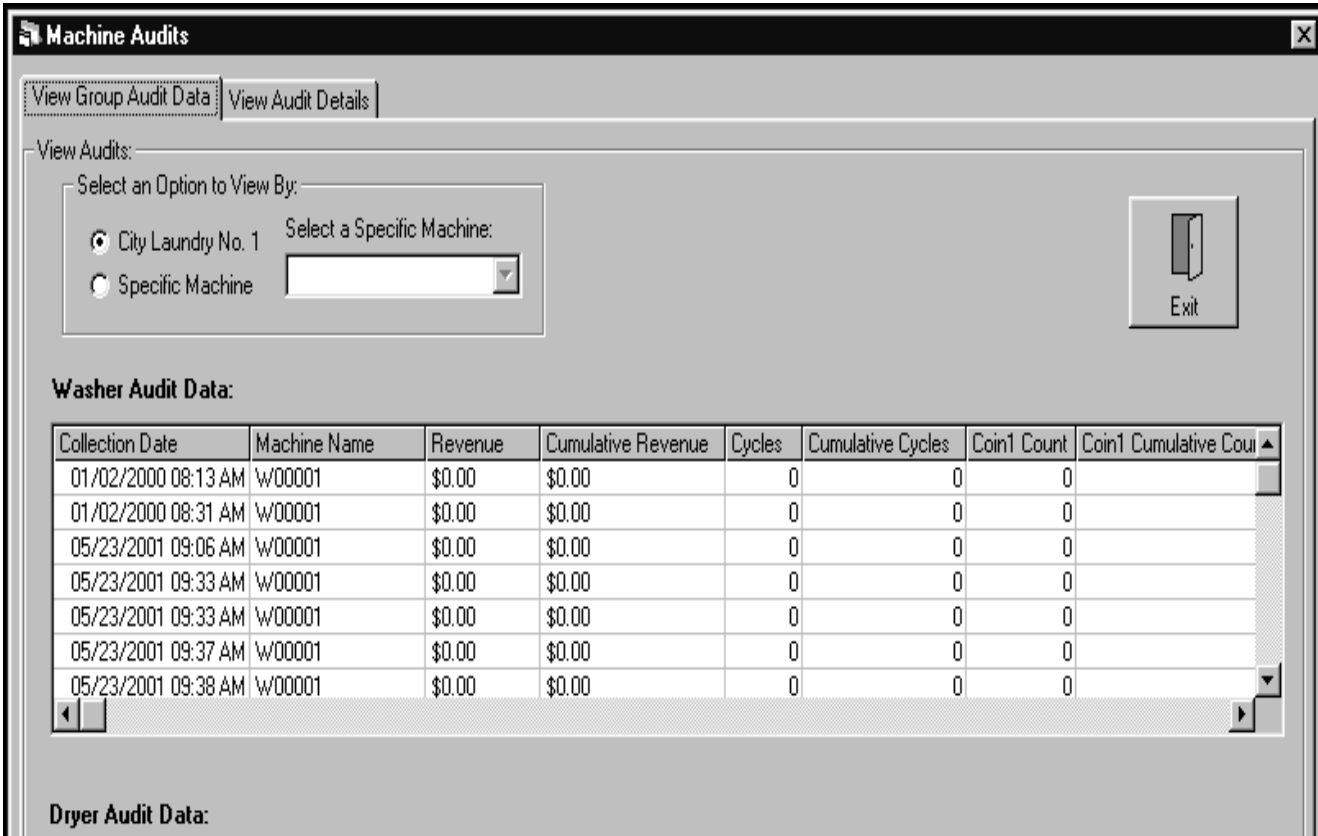
Cumulative – **Cumulative audits** track cycle and vend history over the life of the machine. This data is never cleared from the machine unless a re-initialization is done or a control board is replaced.

⚠ **Important:**

For coin-operated machines it is imperative that coins are collected every time an audit is taken. Audits record how many coins should be collected and documents that information with a **Collection Timestamp** in the Service Data.

Before viewing an Audit, verify the correct location is selected from the **Location:** drop-down list.

1. [Audits] Click on **Audits**. The **Machine Audits** dialog box appears with the **View Group Audit Data** tab displayed.

2. Verify that the correct location is selected, or select a specific machine from the **Specific Machine** drop-down list.

3. *Double*-clicn the audit grid to view details about a particular audit. The **View Audit Details** tab appears.

The **View Audit Details** tab displays the following information:

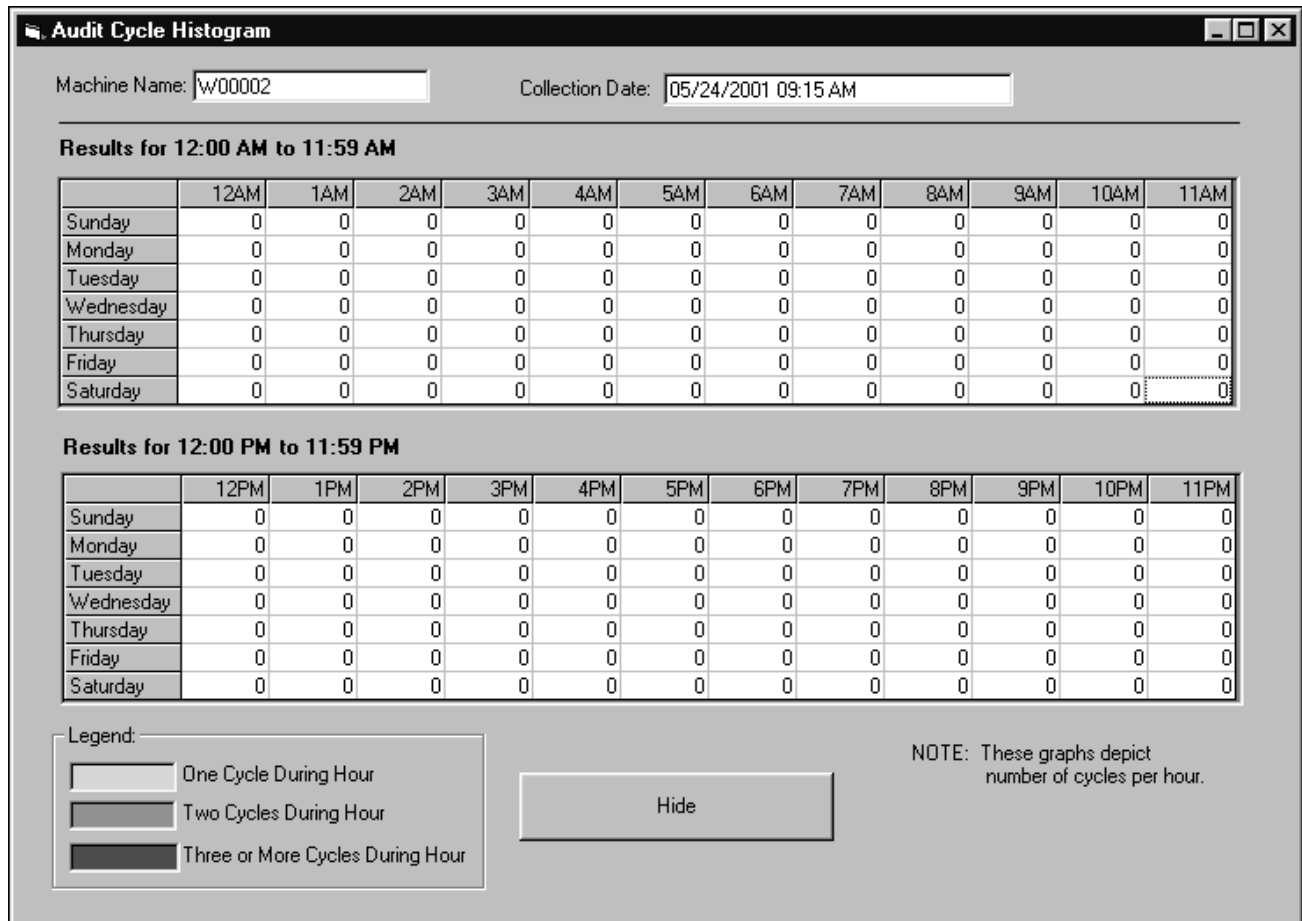| Option	Description
General Information	Displays information about **Machine ID number**, **Collection Date**, and **Service Person**.
Revenue[2]	Displays both **Interval** and **Cumulative** revenue information.
Coin Counts	Displays the **Interval** and **Cumulative** number of coins collected.
Other Counts	Displays **Interval** and **Cumulative Cycle**, **Free Vend**, and **Aux Device** information.
Average Fill Times (seconds) *Washer Audits only*	Displays **Average Fill Time** for each water temperature.
Interval Cycle Counts	Displays **Special Cycles** information.
Water Temperature Counts *Washer Audits only*	Displays a **Count** of **Water Temperature** usage as selected by customers.
Topoff Counts *Dryer Audits only*	Displays **Interval** and **Cumulative Cycle Revenue** for topoffs.

---

[2] This is the actual and accurate revenue collected by the machine. Other revenue values are based on the number of coins or the number of cycles and the machine's current setup. These numbers can be inaccurate if machine setup has been changed, or if extra coins have been inserted into the coin operated machines.

Viewing Histograms

Histograms show hourly cycle counts for a selected machine, which may be helpful in determining peak usage. This option is only available for synced audit data, not manual audit data. On the **View Audit Details** tab:

1. **Histogram** Click on **Histogram**. The **Audit Cycle Histogram** window appears.

Audit Cycle Histogram

Machine Name: W00002   Collection Date: 05/24/2001 09:15 AM

Results for 12:00 AM to 11:59 AM

	12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM
Sunday	0	0	0	0	0	0	0	0	0	0	0	0
Monday	0	0	0	0	0	0	0	0	0	0	0	0
Tuesday	0	0	0	0	0	0	0	0	0	0	0	0
Wednesday	0	0	0	0	0	0	0	0	0	0	0	0
Thursday	0	0	0	0	0	0	0	0	0	0	0	0
Friday	0	0	0	0	0	0	0	0	0	0	0	0
Saturday	0	0	0	0	0	0	0	0	0	0	0	0

Results for 12:00 PM to 11:59 PM

	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM
Sunday	0	0	0	0	0	0	0	0	0	0	0	0
Monday	0	0	0	0	0	0	0	0	0	0	0	0
Tuesday	0	0	0	0	0	0	0	0	0	0	0	0
Wednesday	0	0	0	0	0	0	0	0	0	0	0	0
Thursday	0	0	0	0	0	0	0	0	0	0	0	0
Friday	0	0	0	0	0	0	0	0	0	0	0	0
Saturday	0	0	0	0	0	0	0	0	0	0	0	0

Legend:

One Cycle During Hour

Two Cycles During Hour

Three or More Cycles During Hour

Hide

NOTE: These graphs depict number of cycles per hour.

2. Click on the **Hide** button to close the window.

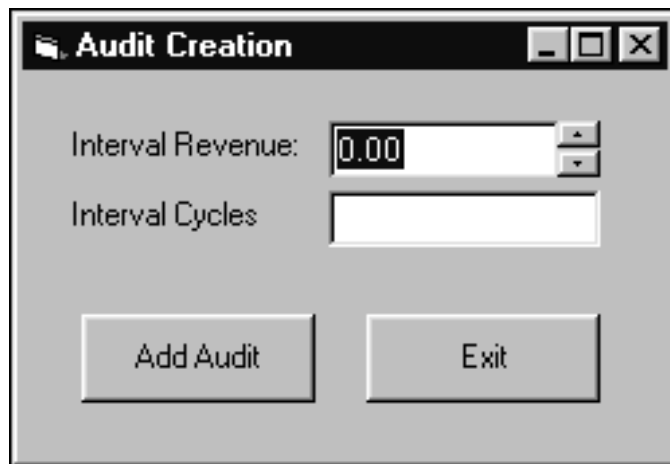**Note:** Histogram data is reset after every audit.

Creating a Manual Audit

Occasionally you may need to add audit information manually in the Management Software. For example, if your PDA stops working and you need to record that a coin collection was taken.

From the **View Audit Details** tab:

1. Click on **Create Audit**. The **Audit Creation** dialog box appears.

2. Enter in the appropriate **Interval Revenue:** and **Interval Cycles** information, then click on **Add Audit**.
3. Click on **OK** to confirm the new audit data entry into the database.

Audit Problems

If audit problems are present on the **View Audit Details** tab, they will appear highlighted in red and a **View Problems** button will be displayed. *See Appendix section for a complete list of audit discrepancies.*

1. Click on **View Problems** to view details. The **Problems…** window appears.

2. Click on **Exit** to close the window.

Deleting an Audit
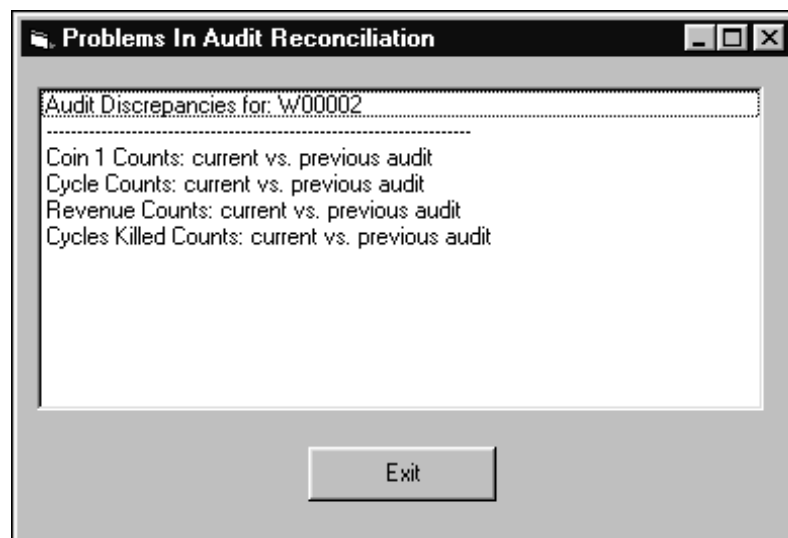
Only audits that are created manually can be deleted.

1. Click on **Delete Audit**, located on the **View Audit Details** tab.
2. Click **Yes** to confirm the delete command.

⚠ Important:
Deleting audit data can have a serious impact on the overall reconciliation of machine data.

Existing Machines

Problems In Audit Reconciliation

Audit Discrepancies for: W00002

Coin 1 Counts: current vs. previous audit
Cycle Counts: current vs. previous audit
Revenue Counts: current vs. previous audit
Cycles Killed Counts: current vs. previous audit

Exit

Once a machine template has been created, the information has been downloaded to the PDA via the HotSync® process, and audits have been taken, information about specific machine templates can be viewed in the Management Software. This information resides on the **Existing Machines** tab of the **Machine Setups** dialog box.

This view is helpful to see which template each machine is using or service information for diagnosing service issues. The machine ID number and whether or not any manual setups have been set on the machine can also be viewed.

Viewing an Existing Machine

1. Select the correct location from the **Location:** drop-down list.
2.   Click on **Setups**.
3. The **Machine Setups** dialog box appears.
4. Click in the **Existing Machine** tab.
5. Choose the machine you would like to view from the **Select a machine:** drop-down list.

Deleting an Existing Machine

If a certain machine is taken out of service or moved to a new location, you could delete it.

1. Within the **Machine Setups** dialog box, click on the **Existing Machine** tab.
2. From the **Select a Machine:** drop-down list, choose the machine to be deleted.
3.   Click on **Delete**, located in the lower right corner.
4. Click on **Yes**.

⚠️ Important:

Deleting an existing machine will delete all audit, machine, exception, and service data associated with the machine.
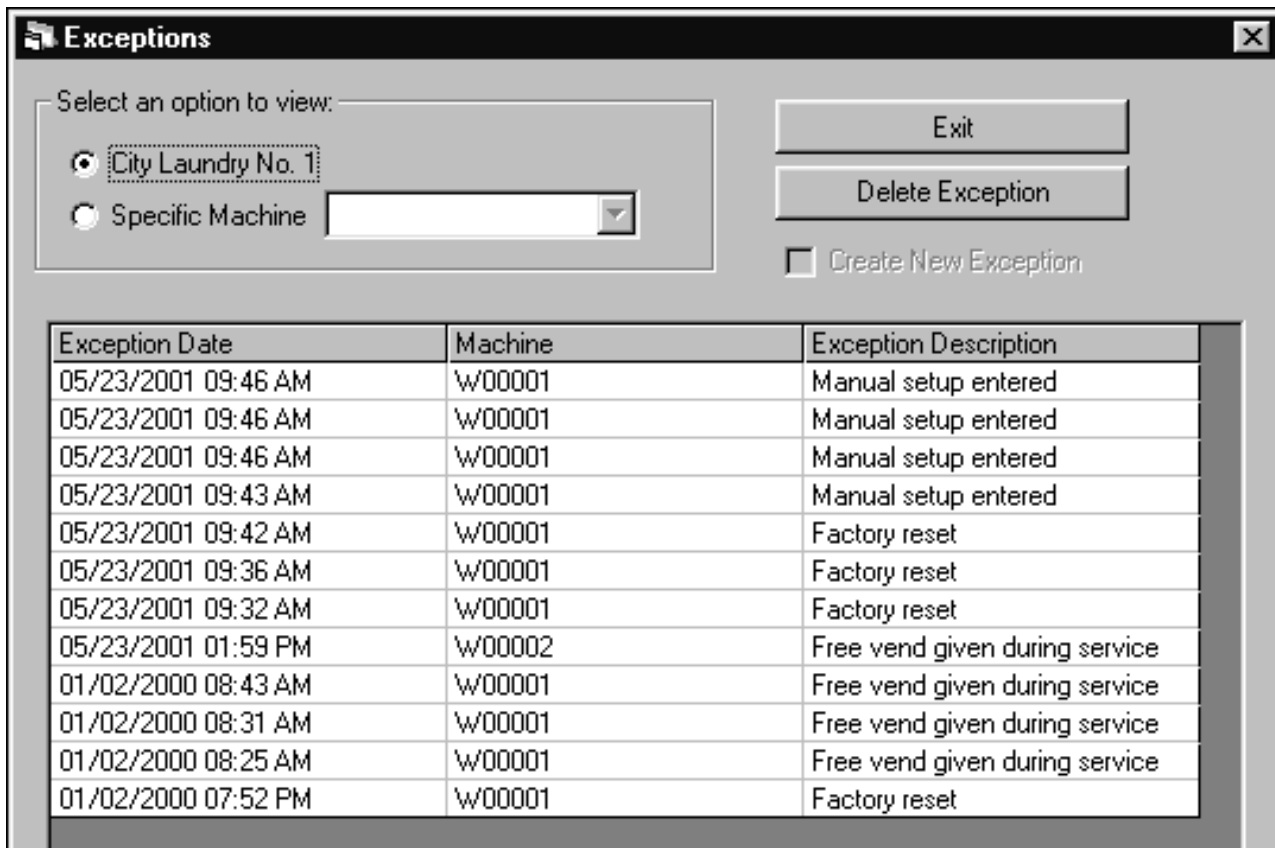
5. Click on **OK**.

Exceptions

Overview

Exceptions keep track of audit information such as when a free vend was given, or when the A/C power was lost. This data can be viewed for an entire location or for individual machines. Each machine keeps track of the 100 most recent exceptions. This data is automatically collected during a machine audit. *See Appendix for table of possible exceptions.*

Viewing Exceptions

Before viewing **Exceptions**, verify the correct location is selected from the **Location:** drop-down list.

1. **[Exceptions]** Click on **Exceptions**. The **Exceptions** window appears.

Exception Date	Machine	Exception Description
05/23/2001 09:46 AM	W00001	Manual setup entered
05/23/2001 09:46 AM	W00001	Manual setup entered
05/23/2001 09:46 AM	W00001	Manual setup entered
05/23/2001 09:43 AM	W00001	Manual setup entered
05/23/2001 09:42 AM	W00001	Factory reset
05/23/2001 09:36 AM	W00001	Factory reset
05/23/2001 09:32 AM	W00001	Factory reset
05/23/2001 01:59 PM	W00002	Free vend given during service
01/02/2000 08:43 AM	W00001	Free vend given during service
01/02/2000 08:31 AM	W00001	Free vend given during service
01/02/2000 08:25 AM	W00001	Free vend given during service
01/02/2000 07:52 PM	W00001	Factory reset

Select an option to view:
- ● City Laundry No. 1
- ○ Specific Machine

Exit

Delete Exception

☐ Create New Exception

Creating a Manual Exception

1. Select the **Specific Machine** option, and choose a machine name from the drop-down list.

2. Check the **Create New Exception** checkbox. The bottom half of the window displays the **Create a new exception:** options.
3. **Select an exception:** from the drop-down list, and select a **Date** on the calendar.
4. Click on **Save**.
5. A confirmation window appears. Click on **OK**.
6. Click on **Exit** to close the **Exceptions** window.

Deleting an Exception

1. Select an exception by *single*-clicking on the appropriate exception on the grid.

2. [Delete Exception] Click on **Delete Exception** from within the **Exceptions** dialog box.

⚠ **Important:**

You will not be given a warning to complete this action.
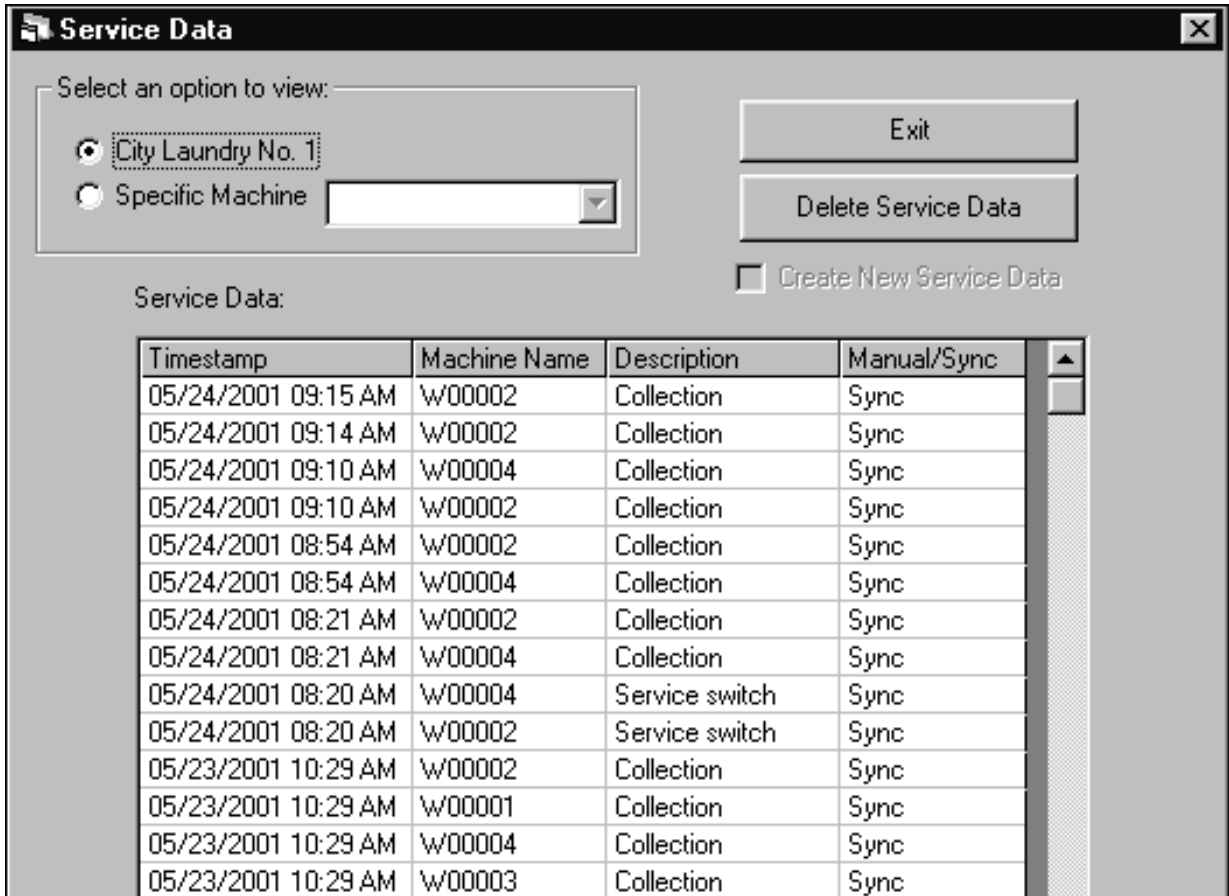
Service Data

Overview

Service Data is a record of when services, such as coin collections, were performed. Like Exceptions, Service Data is collected during a machine audit and can be viewed for an entire location or for a specific machine. Each machine can record up to ten timestamps for the service switch, and five timestamps for other types of service.

Viewing Service Data

Before viewing **Service Data**, verify the correct location is selected from the **Location:** drop-down list.

1. [Service Data] Click on **Service Data**. The **Service Data** window appears.

Timestamp	Machine Name	Description	Manual/Sync
05/24/2001 09:15 AM	W00002	Collection	Sync
05/24/2001 09:14 AM	W00002	Collection	Sync
05/24/2001 09:10 AM	W00004	Collection	Sync
05/24/2001 09:10 AM	W00002	Collection	Sync
05/24/2001 08:54 AM	W00002	Collection	Sync
05/24/2001 08:54 AM	W00004	Collection	Sync
05/24/2001 08:21 AM	W00002	Collection	Sync
05/24/2001 08:21 AM	W00004	Collection	Sync
05/24/2001 08:20 AM	W00004	Service switch	Sync
05/24/2001 08:20 AM	W00002	Service switch	Sync
05/23/2001 10:29 AM	W00002	Collection	Sync
05/23/2001 10:29 AM	W00001	Collection	Sync
05/23/2001 10:29 AM	W00004	Collection	Sync
05/23/2001 10:29 AM	W00003	Collection	Sync

Entering Service Data Manually

Occasionally you may need to add service data information manually in the Management Software. For example, if your PDA stops working and you need to record that a coin collection was taken.

1. Select the **Specific Machine** option, and choose a machine name from the drop-down list.
2. Check the **Create New Service Data** checkbox. The bottom half of the window displays the **Create new service data:** options.

3. **Select Service Data:** from the drop-down list, and select a **Date** on the calendar.
4. Click on **Save**.
5. A confirmation window appears. Click on **OK**.
6. Click on **Exit** to close the **Service Data** window.

Deleting Service Data

1. Select service data to be deleted by *single*-clicking on the appropriate service data on the grid.

2. [Delete Service Data] Click on **Delete Service Data**.

3. Click on **OK** to close the confirmation window.

⚠ Important:

You will not be given a warning to complete this action, however you will receive a confirmation that the action has been successfully completed.

Reports

Overview

The Management Software provides an extensive selection of reporting options to help you track your machine setup and service data, audits, and exceptions. Reports can be previewed on the screen, printed, or exported to a separate file for use within a third-party program. It is assumed that if you are using a third-party software to analyze the Management Software reports that you will build/supply the interfaces necessary for the information to be displayed in a meaningful way.

Viewing Reports

Before viewing a **Report**, verify the correct location is selected from the **Location:** drop-down list.

1. [Reports] Click on **Reports**. The **Whirlpool ADVANTECH™ Reports** dialog box appears.
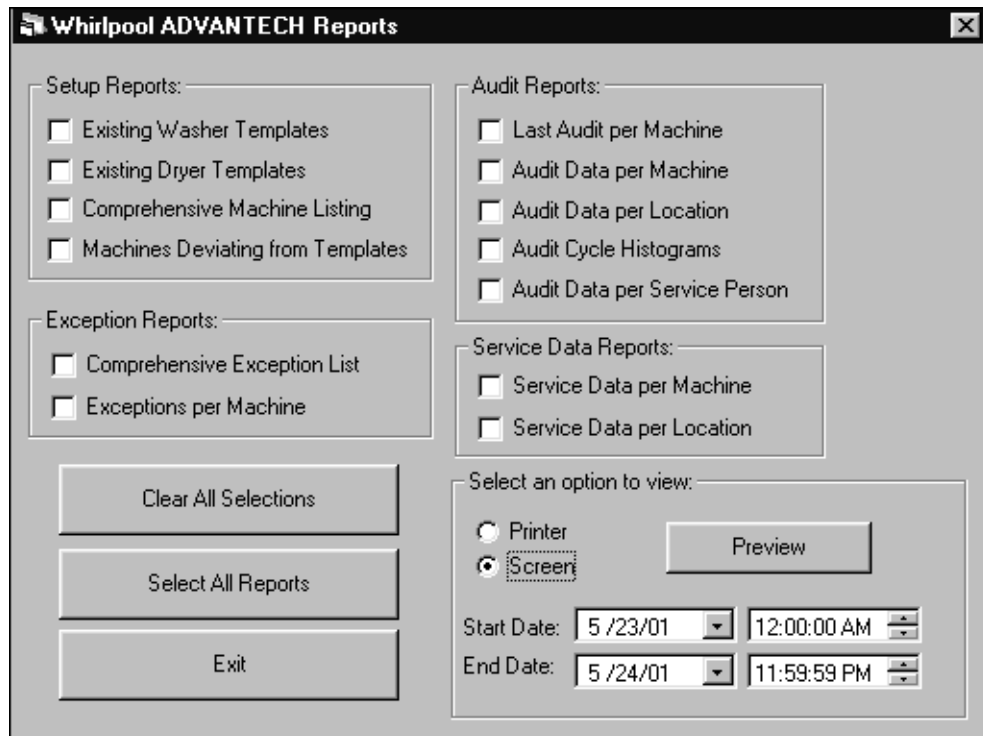
2. Click on the check boxes to select which type of report, or reports, you wish to create. If no report data is available for a selected report, a warning window will be displayed at the time of previewing or printing.

The following table describes the types of reports that can be created. *See Appendix for a complete listing of report types.*

Option	Description
Setup Reports	Creates a report based on an **Existing Washer** or **Dryer Template**, **Comprehensive Machine Listing**, or **Machines Deviating from Templates**.
Exception Reports	Creates a report detailing all **Machine Exceptions** or **Exceptions per Machine**.
Audit Reports	Creates reports based on Audit data such as: **Last Audit per Machine**, **Audit Data per Machine**, or **Location**, **Audit Cycle Histograms**, or **Audit Data per Service Person**.
Service Data Reports	Creates reports based on **Service Data per Machine** or **Location**.

3.   To view the report, under **Select an option to view:** select **Screen**, then click on **Preview**.

Note: A specific range of dates can be selected before viewing the reports.

Exporting Reports

Previewed reports can be exported to a separate file for use within a third-party software program. It is assumed that if you are using third-party software to analyze the Management Software reports that you will build/supply the interfaces necessary for the information to be displayed in a meaningful way.

1. Select the type of report to be created and choose to **Preview** it on the **Screen**. The report will open inside a separate window.
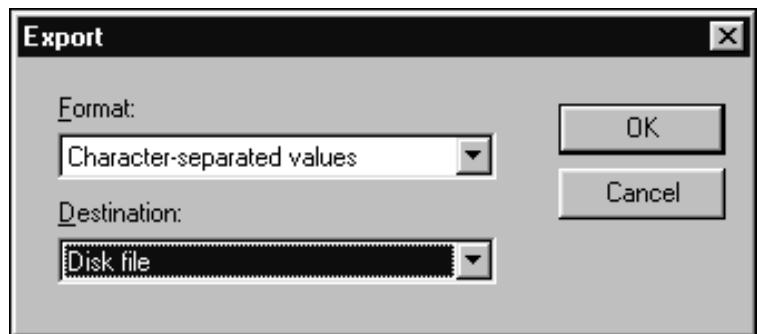2. ⬛ Click on the **Export** button.
3. In the **Export** dialog box, select which type of **Format:** in which to export the report, and which **Destination:** for the report. *See Exporting Reports in the Appendix for a complete list of different format types*.
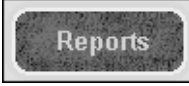
4. Click on **OK**.

Note: Depending on the format you have selected, you may be allowed to make other choices as to the setup of the exported report. Once you have saved the report to the destination of your choice, you can re-open the report inside of the program you have specified.

Printing Reports

Before printing a **Report**, verify the correct location is selected from the **Location:** drop-down list.

1. [Reports] Click on **Reports**. The **Whirlpool ADVANTECH Reports** dialog box appears.
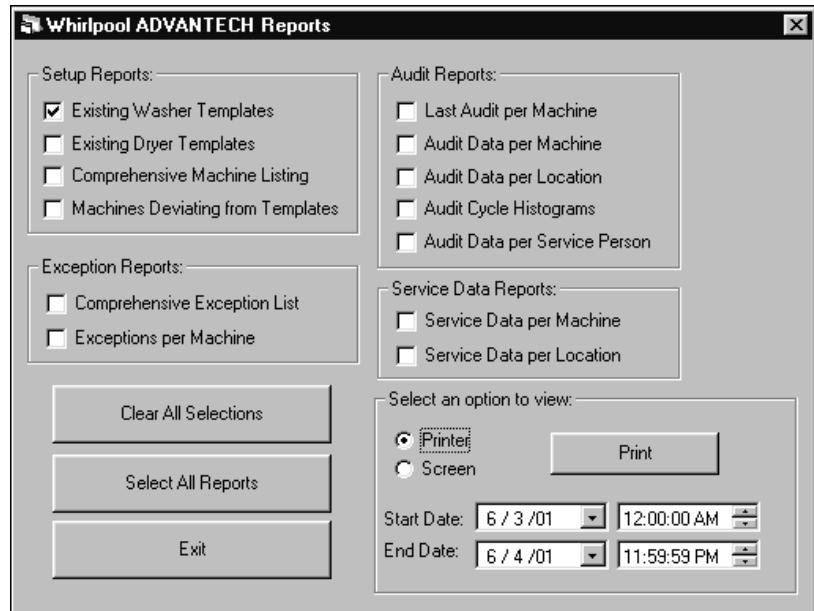
2. Click on the check boxes to select which type of report, or reports, you wish to create. If no report data is available for a selected report, a warning window will be displayed at the time of previewing or printing.
3. To print the report, under **Select an option to view:** select **Printer**, then click on **Print**.
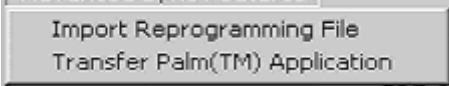
Note: A specific range of dates can be selected before printing the reports.

<u>NOTES:</u>

Updating Control Board Firmware

Firmware Update

Downloading Firmware to PDA

1. Whirlpool Corp makes critical updates to embedded control programming available to users of the product.
2. Updates can be performed on previously installed units using properly programmed PDAs & the ADVANTECH™ Back Office Software installed on a PC: (Whirlpool Pt# 8524744B)
3. PDA devices need to operate on a Palm$^{®}$ OS of 3.5.0 to 4.0.0
4. Firmware must be downloaded from the Internet at:
    www.cltpsc.whirlpoolcorp.com/techinfo/tech_support/firmware/firmwaredefault.htm

5. Place the downloaded file onto the computer Desktop where it can be unzipped easily.
6. Unzip the file and place it in the computer ADVANTECH/Add-on folder.
7. Boot-up the ADVANTECH**™** software application

8. Select the **PDA Sync** button PDA Sync
9. Select **Advanced Sync Features**
    Advanced Sync Features
10. Select **Import Reprogramming File**

Advanced Sync Features	
Import Reprogramming File	
Transfer Palm(TM) Application	

11. Locate the Firmware file on your computer where it was placed: C://Programs/ADVANTECH/Add-on Then select the appropriate firmware file.
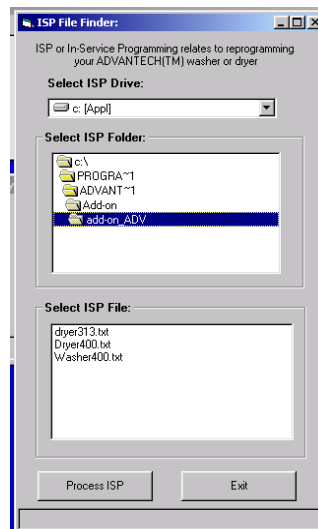
12. Select **Process ISP**.

13. Then select **Yes**.
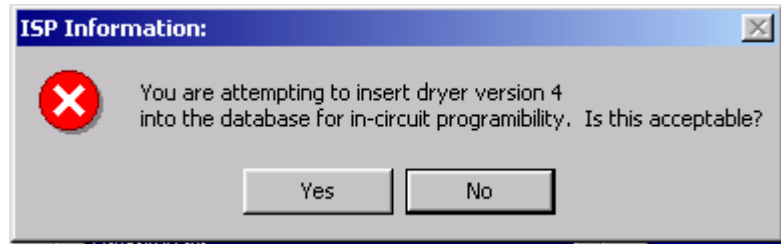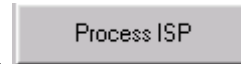
14. Check the box: **Include ISP File**
15. Press the Hot Sync button on the cradle or the cable to sync the computer with the PDA.
16. Click on **OK** after the ISP File is downloaded

Installing Firmware On a Machine

1. Unlock, open and remove the metercase access door. Push and hold the service switch until the process is complete.
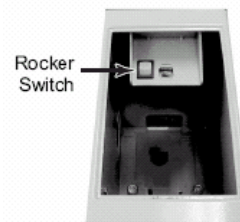
2. On a full console machine or on a stack dryer the service switch is located on the control board near the P11 Aux connection.
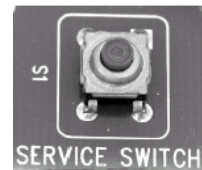
3. Either service switch circuit must remain closed throughout the update process. Reprogramming can take up to 4-min. per machine and is only complete when the word "**done**" appears in the machine's display.

4. On the PDA, open the ADVANTECH™ application by tapping on the icon shown.

5. Choose **Select Location,** and then pick the appropriate location from the list.

6. Choose **UTILITIES**, and then select **Re-program.**

7. Aim the PDA's IR beam into the IR receiver on the machine, located just to the right of the cents position in the display (circled in the display below).
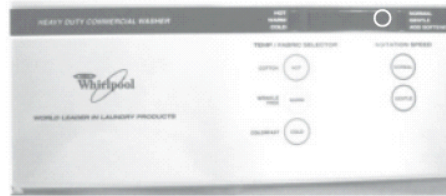
8. Handheld should be held no more than 4-inches from the display and the beam should be shielded from intense light sources that can distort the beam.

9. To verify that the new firmware was uploaded:

   a. Exit the previous operation by releasing the service switch and then pressing the S6 pad twice. The Vend Price should be displayed.

   b. Press and release the service switch and then press and release S4 twice. First the Vend Price will display, and then the Firmware Version.

<u>NOTES:</u>

<u>NOTES:</u>

Appendix

Passwords and IDs

The following table outlines the Passwords and IDs required when using the Management and Handheld Software.

Password/ID	Description	Entered When?	Protects	Case Sensitive?
Owner ID	Used to prevent unauthorized access to your ADVANTECH™ commercial laundry products by any PDA that has not been synced with your copy of the Management Software.	Created upon initial entry to the Management Software. Entered only after a reinstall.	ADVANTECH™ commercial laundry products	No
Management Password	Used to prevent unauthorized access to the Management Software on the PC.	Entered every time the Management Software is accessed.	Management Software	Yes
Access Control Password	Used in conjunction with the Owner ID to protect your ADVANTECH™ commercial laundry products.	Entered whenever a PDA is re-synced with the Management Software.	ADVANTECH™ commercial laundry products	Yes
Service Person ID	Used to control access to the Handheld Software.	Selected from the Login Menu on the PDA.	PDA	No
Service Person Password	Used to control access to the Handheld Software.	Entered every time the Handheld Software is accessed.	PDA	No
Software Update Password	Used to update the ADVANTECH™ commercial laundry product's control board.	Entered whenever a new software version is distributed. (Optional)	Control Board Software	No

Backing Up the Management Software

Periodically you should backup your Management Software to protect your data from accidental loss in the event of a PC failure.

Before beginning a backup, ensure that you have enough diskettes, or other media, to accommodate your backup data. Due to the large size of the database files that are backed up, it is recommended that backups be to a CD or tape drive.

All files that should be backed up have a **.mbd** extension, and are located in the installation directory. The default installation directory is listed below:

C:\Program Files\Advantech\Whirlpool Advantech\DB-Report.

1. Select **Start**, **Programs**, **Windows Explorer**.
2. Navigate to the default installation directory for the Management Software, unless you specified a different location at the time of install.
3. On the right side of the screen select all files with an **.mbd** extension.

Hint:

To select multiple files, press the **[Ctrl]** key while selecting the **.mbd** files.

4. Select **Edit**, **Copy** from the menu.
5. *Single*-click on the drive letter to which you wish to backup your data. For example, if you are backing up to a floppy disk, *single*-click on the **3 ½ Floppy (A:)** drive.
6. Select **Edit**, **Paste** from the menu.

Reinstall Procedures

If the Management Software ever becomes corrupted, or if the Owner or Management Password is lost, the Management Software must be reinstalled.

⚠ Important:

Reinstalling the Management Software will cause you to lose all of your audit data – unless you have recently backed up that information.

Before you reinstall the Management Software, you need to uninstall the current version and delete an additional file from your hard drive.

To uninstall:

1. Select **Start**, **Settings**, **Control Panel**.

2. *Double*-click on **Add/Remove Programs**.

3. Scroll through the list of programs, located at the bottom of the window, until you find **Whirlpool ADVANTECH**, located in the **Add/Remove Program Properties** dialog box.

4. *Single*-click to select **Whirlpool ADVANTECH**.

5. Click on **Add/Remove**.

6. When the uninstall process is complete, close all open windows.

Now that you have uninstalled the Management Software, you are ready to delete the rest of the associated Management Software files from your hard drive.

1. Select **Start**, **Programs**, **Windows Explorer**.
2. Navigate to **C:\Windows**.
3. Select the **Advantech.ini** file.
4. Press **[Delete]** on the keyboard.
5. Click on **Yes** to confirm the deletion.

Now you can reinstall the Management software. Do this by following the installation instructions on page 9 of this manual.

Note: This will not delete DCOM95. Windows® 95 users **DO NOT** need to reinstall the DCOM95 file before reinstallation!

Audit Discrepencies

Message Appearing in Audit Reconciliation Problems Window
Coin 1 Counts: current vs. previous audit
Coin 2 Counts: current vs. previous audit
Topoff Counts: current vs. previous audit
Cycle Counts: current vs. previous audit
Special Counts & Normal Cycle Counts vs. Cycle Interval Counts
Revenue Counts: current vs. previous audit
Free Vend Counts: current vs. previous audit
Aux Device Counts: current vs. previous audit
Cycles Killed Counts: current vs. previous audit

For each category, the cumulative counters are compared with the interval counters as follows:

Previous Cumulative Count + Current Interval Count = Current Cumulative

If this is not true, then a discrepancy appears in the **Audit Reconciliation Problems** window.

Possible Exceptions

Exception	Cause
AC power off	Unplugged or AC failed
AC power on	Plugged in or AC turned on
Audit table lost	N/A
Coin drop 1 pulse too short	Bad coin, fishing of drop, or incorrect coin acceptor set up.
Coin drop1 pulse too long	Bad coin, fishing of drop or incorrect coin acceptor set up.
Coin drop2 pulse too long	Bad coin, fishing of drop or incorrect coin acceptor set up.
Coin drop2 pulse too short	Bad coin, fishing of drop or incorrect coin acceptor set up.
Drain time too long	Drain time is greater than 15 minutes. This is only logged, no action is taken.
Factory reset	N/A
Fill time too long	Fill time is greater than 30 minutes. This is only logged, no action is taken.
Fill time too short	Fill time is less than 2 minutes. This is only logged, no action is taken.
Free vend given during service routine	N/A
Internal backup table bad	N/A
Internal main table bad	N/A
Internal table lost	Controller lost one of its setup tables
Invalid owner ID	Bad ID from Palm™ handheld
Manual back in service	N/A
Manual out of service	Service person entered a manual command on control board to indicate "OFF" on display.
Reserved internal exception	N/A
Service table lost	N/A
Setup table lost	N/A
Time: Fall back	Return to Standard Time
Time: Spring Forward	Daylight Savings
Washer lid did not open	Washer lid switch must be detected as open before it is allowed to run another wash cycle. The washer displays =OFF= on the display until the service routine is run. *See product Tech Sheet or Service Manual/Job Aid for Service Routine Procedure. Possible defective lid switch.*

Report Types

Below are examples of reports that can be generated from each of the four categories of reports in the Management Software.

Category: Setup Reports
* Existing Washer Templates
* Existing Dryer Templates
* Comprehensive Machine Listing
* Machines Deviating from Templates

Existing Dryer Template Data

6/5/01 2:52:20PM

City Laundry No.1

DryerTemplate001	Creation Date:	05/30/2001 02:14 PM	Last Update: 05/30/2001 02:14 PM

Machine Description: Default Whirlpool Dryer   Part #: ESD-DRY001

Base Cycle Price:	$ 0.75	Base Cycle Time:	45 min.	Value of Coin 1:	$ 0.25
Topoff Price:	$ 0.00	Topoff Time:	0 min.	Coinslide Coin 1:	3
		Extended Cooldown:	5 min.	Value of Coin 2:	$ 1.00
Enable Daylight Savings:	YES			Coinslide Coin 2:	0
		Coindrop Installed:	NO	Decimal Point Location:	100.00
		Coinslide Installed:	YES	Between Coin Delay:	0.20 sec
		Aux Device Installed:	NO		
		PDA Enabled:	YES		

Category: Exception Reports
- Comprehensive Exception List
- Exceptions per Machine

Comprehensive Exception Listing

05/01/2001 12:00 AM - 06/05/2001 11:59 PM

City Laundry No.1

Machine Name:	Description:	Timestamp:
D00001	Factory reset	06/01/2001 09:45 AM

Category: Audit Reports
- Last Audit per Machine
- Audit Data per Machine
- Audit Data per Location
- Audit Cycle Histograms
- Audit Data per Service Person

Audit Data per Machine

05/01/2001 12:00 AM - 06/05/2001 11:59 PM

Machine Name: D00001   Location: City Laundry No.1

Collection Date: 06/01/2001 09:51 AM   Previous Collection Date: Machines First Audit   Service Person: Service#1

Audit Totals

Interval Revenue:	$0.00	Interval Cycles:	0
Cumulative Revenue:	$0.00	Cumulative Cycles:	0

Coin Counts

Interval Coin 1:	0	x	$0.25	=	$0.00 *
Interval Coin 2:	0	x	$1.00	=	$0.00 *
Totals:	0				$0.00 *
Cumulative Coin 1:	0	x	$0.25	=	$0.00 *
Cumulative Coin 2:	0	x	$1.00	=	$0.00 *
Totals:	0				$0.00 *

Cycle Counts

Normal Cycles:	0	x	$0.75	=	$0.0

Topoffs

Interval Topoffs:	0	x	$0.00	=	$0.
Cumulative Topoffs:	0	x	$0.00	=	$0.

Category: Service Data Reports
- Service Data per Machine
- Service Data per Location

Service Data per Machine

05/01/2001 12:00 AM - 06/05/2001 11:59 PM

W00001

Service Data:	Timestamp:	Manual/Auto Entry:	Location:
Out of service	05/24/2001 12:00 AM	M	City Laundry No.1
Collection	05/30/2001 02:49 PM	A	City Laundry No.1
Collection	05/30/2001 02:50 PM	A	City Laundry No.1
Service switch	05/31/2001 01:28 PM	A	City Laundry No.1
Service switch	05/31/2001 01:29 PM	A	City Laundry No.1
Service run	05/31/2001 01:29 PM	A	City Laundry No.1
Service switch	05/31/2001 01:34 PM	A	City Laundry No.1

Exporting Reports

Reports can be exported to the following file formats:

- Character-separated values
- Comma-separated values (CSV)
- Crystal Reports (RPT)
- Data Interchange Format (DIF)
- Excel 2.1 (XLS)
- Excel 3.0 (XLS)
- Excel 4.0 (XLS)
- Excel 5.0 (XLS)
- Excel 5.0 (XLS) (Extended)
- Excel 7.0 (XLS)
- Excel 7.0 (XLS) (Extended)
- Excel 8.0 (XLS)
- Excel 8.0 (XLS) (Extended)
- HTML 3.0 (Draft Standard)
- HTML 3.2 (Extended)
- HTML 3.2 (Standard)
- Lotus 1-2-3 (WK1)
- Lotus 1-2-3 (WK3)
- Lotus 1-2-3 (WKS)
- Paginated Text
- Record Style (columns of values)
- Rich Text Format
- Tab-separated text
- Tab-separated values
- Text
- Word for Windows document

NOTES

<u>NOTES</u>

Troubleshooting Information

If you experience problems with the software, consult this list for troubleshooting tips.

Problem	Solution
• Connection between PDA and laundry machine fails.	• Check position (angle should be 90 degrees)and distance of PDA in relation to infrared sensor on laundry machine. • Make sure there isn't any bright light interfering with the infrared connection. Use your hand to shade the sensor.
• PDA appears to be locked up.	• Try returning to the "Home" menu and re-launch the Handheld Software. • Press the **Reset** button on the back of the PDA. **Caution:** Audit data may be lost when a reset is done on the PDA. • Check battery level, charge, or replace battery if necessary.
• PDA Sync with Management Software fails.	• Check connection between PDA and cradle.
• **Audit Problems** button displays in Audit View.	• The **Audit Problem** button displays when there are inconsistencies in audit data. They are generally caused by: • An audit that was collected from the machine but never performed a HotSync® operation to the Management Software. • A deleted audit. • A damaged audit table due to a washer or dryer malfunction.
• When trying to initialize a machine, **Wrong Access Password** error displays.	• Machine needs to be factory reset. *See Service Manual/Job Aid.*
• Receive **Fatal Alert** error while trying to connect to machine.	• May not have been close enough to the machine. Reset the PDA and try again. •
• Errors occur during Management Software installation.	• Uninstall the software and then reinstall.
• Palm™ handheld battery wears down quickly.	• Palm™ handheld models III or IIIx should not be left in cradle unless a HotSync® operation is being performed.
• **Program Error** messages occur during software installation.	• Follow reinstall procedures in the Appendix on pages 81 and 82.
• **Error** displayed on machine.	• Do not use $0.00 vend price for coin slides or coin drops.
• **Off** displayed on machine.	• See Tech Sheet or Service Manual/Job Aid for **Off** code details.
• Handheld Software does not install on Palm™ handheld.	• De-install the Management Software and install software on PC in the following order: 1. Palm™ Software 2. Management Software

Glossary

Access Control Password – Password used in conjunction with the **Owner ID** to protect laundry machines from unauthorized **PDA** access.

Aux Device – SMART Card, network device, or other.

Coindrop – Coindrops have slots into which coins are deposited one at a time.

Coinslide – Coinslides hold coins on a sliding device that is pushed in to deposit money into the machine.

Cradle – Device used to connect **PC** with **PDA**.

Cumulative Audit – Cycle and vend history tracked over the life of a machine.

DCOM95 – File that enables the Management Software to run on the Windows® 95 operating system. DCOM95 must be installed on Windows® 95 machines before the Management Software is installed.

Download – Transfer of data from **PC** to **PDA**, or from **PDA** to laundry machine.

Exception – Any vend or cycle information that deviates from the norm, i.e., the A/C power was turned off.

Graffiti® – Style of writing used to enter data into a **PDA**.

Handheld – Palm™ device, or similar machine. Also referred to as a **PDA**, or a **Personal Digital Assistant**.

Histogram – Chart that depicts number of cycles vended for a given time period.

HotSync® – Method of **downloading** or **uploading** data from the **PC** to the **PDA**, or vice versa.

HotSync® **Button** – Button, located on the **PDA's** cradle, that is pressed to initiate a HotSync® procedure.

HotSync® **Manager** – Enables communication between **PC** and **PDA**. The **HotSync**® **Manager** icon displays in the Windows® System Tray to verify that it is running.

Infrared – Type of light beam used to transfer data between the **PDA** and laundry machine.

Initialize – Method of setting up laundry machine so that it can be recognized by the **PDA**.

Installation Directory – Location on **PC** where Management Software resides. The default **installation directory** is C:\Program Files\Advantech\Whirlpool Advantech.

Interval Audit – Cycle and vend history that is tracked from the time of the last machine audit.

Management Password – Password used to access the Management Software.

Open-Access Mode – Initial mode of the Handheld Software on the **PDA**. Offers a limited number of utilities to be performed.

Owner ID – ID that is setup upon first entry into the Management Software. This ID prevents unauthorized access to laundry machines by **PDAs** that are not given access.

Palm™ Software – Software needed to be installed on the **PC** in order for communication to take place between the **PC** and the **PDA**.

PC – Personal computer.

PDA – Personal Digital Assistant or **handheld**. Used in reference to a Palm™ device or similar machine.

Reinitialization – Returns the machine to its original factory specifications.

Service Person ID – ID used to control access to Handheld Software.

Service Switch – *See Service Tech Sheet or Service Manual/Job Aid for more details*.

Software Update Password – Password provided by Whirlpool Corporation to be used when installing new control software on a laundry machine.

Stylus – Pen-like device, provided with Palm™ handheld, to be used to enter information into the Palm™ handheld.

Synced Mode – Mode of the Handheld Software after it is initially downloaded via the HotSync® process to the Management Software. All utilities are available in this mode.

Upload – Transfer of data from laundry machine to Palm™ handheld or Palm™ handheld to **PC**.

NOTES:

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Quick Reference

ADVANTECH™ System Quick Reference Sheet

Cut out this quick reference sheet and give to your service persons to take with them when they go to retrieve machine audits.

⚐ ADVANTECH™ System Quick Reference Sheet

Whenever coin collections are taken from laundry machines an audit should be taken using a PDA equipped with ADVANTECH™ Handheld Software.

Starting the Handheld Software and Logging In

1. Make sure the Palm™ handheld is turned on.
2. Using the stylus, tap the Palm™ screen to scroll to the ADVANTECH icon.
3. ⚐ Tap on the ADVANTECH icon.
4. The **Welcome** screen appears.
5. Tap on **Continue**, located in the lower left corner.
6. The **Login** screen appears. Select your **Service ID** and enter your **password** using the Graffiti® writing method.
7. Tap on **Continue**.
8. The **Select a location:** window appears. Select the appropriate **location** by tapping on the correct location name, then tap on **Continue**.
9. After logging in and selecting the appropriate location, the **Select a command** screen appears. The **Select a command** screen is where you can choose to **Get Audit** data.

Aiming the PDA

Audits are taken by "beaming" information from the laundry machines to the PDA through an infrared light beam. Therefore, the position of the PDA in relation to the machine is critical for successful completion of the data transfer.

The infrared communication port on the PDA is located at the top of the device. The receiver on the machine is located to the right of the last digit on the display panel.

1

ADVANTECH™ System Quick Reference Sheet

Cut out this quick reference sheet and give to your service persons to take with them when they go to retrieve machine audits.

ADVANTECH™ System Quick Reference Sheet

Aiming the PDA (continued)

Aim the handheld much like you would aim a TV remote control. Be sure to hold the PDA at a ninety-degree angle to the machine's control panel. To ensure successful data transmission, make sure the distance between the PDA and the machine is six inches or less. Strong sunlight or the use of other infrared devices such as alarm systems may inhibit the transmission of data. To remedy this situation, simply use your hand to shade the receiver or the PDA.

Taking a Machine Audit

1. Aim the handheld at the laundry machine's receiver.
2. Tap on **Get Audit**, located on the **Select a command** screen on the PDA.
3. When the Audit is complete a checkmark should appear next to all items listed on the screen. Tap on **Back** to return to the **Select a command** screen.
4. Repeat steps 1-3 to take audits from additional machines.

⚠ **Important:**
If all items on the **Get Audit** screen are checked, then the operation was a success. If some items are not checked, then the communication has failed. In the event of a failed audit, tap the **Back** button, check your aim of the PDA in relation to the control panel on the laundry machine, and perform steps 1-3 again.

2

— U.S.A. —
**One-stop number for commercial laundry support:
1-800-no-belts
(1-800-662-3587)**

INTERNET SUPPORT

**FIND AUTHORIZED COMMERCIAL LAUNDRY
ROUTE OPERATORS OR DISTRIBUTORS
Commercial Laundry Link:
www.coinop.com/route
www.coinopcom/distributor
1-800-no-belts (1-800-662-3587) > OPTION 3**

**FIND AUTHORIZED SERVICER
1-800-no-belts (1-800-662-3587) > OPTION 2**

ALL USERS

**For access to Wiring Diagrams, Installation Instructions, Parts Lists
Go to the TRADE PARTNER SUPPORT CENTER:
www.cltpsc.whirlpoolcorp.com/techinfo/techinfonew/literature.htm**

**FOR US CL PRODUCT ORDERS:
1-800-no-belts (1-800-662-3587) > OPTION 1**

**ORDER LITERATURE OR PRODUCT & WARRANTY INFO
www.coinop.com/products**

**WARRANTY CLAIMS STATUS or MISSING PARTS
1-800-no-belts (1-800-662-3587) > OPTION 4 or:
www.cltpsc.whirlpoolcorp.com > Warranty Claims**

**TECHNICAL ASSISTANCE CENTER FOR WHIRLPOOL CL PRODUCTS
1-800-no-belts (1-800-662-3587) > OPTION 5**

**CONTACT THE WHIRLPOOL CL TECHNICAL COMMUNICATION MANAGER
1-800-446-2574 EXT. 4268 OR:
www.cltpsc.whirlpoolcorp.com > Technical info > Tech Support**

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